

# Maintenance and Service Interruption Alerts (archived)

## **Scheduled Maintenance on Wednesday, January 30, 2019 between 4:00 and 7:00 am EST (COMPLETED)**

Paya will be conducting scheduled maintenance on our gateway platform on Wednesday, January 30, 2019, between 4:00 and 7:00 am EST. During this time users may be unable to submit transactions, settlements, or reporting inquiries to the Paya gateway and may not be able to access Paya Virtual Terminal and Paya Exchange, or leverage our APIs and XML Web Services.

Any scheduled operations that normally run during this window, such as recurring transaction processing, will be run once maintenance is completed.

We expect a disruption of service lasting approximately one minute, and every effort will be made to keep the disruption as brief as possible. We appreciate your understanding and apologize for any inconvenience.

### **ALERT:**

**Automatic Settlements scheduled for 10 pm, 11 pm and 12 am on January 18 - 29, 2019 did not complete for all merchants**

**01/30 08:00 am** -The 10 pm, 11 pm and 12 am automatic settlements scheduled for January 29 into January 30 completed successfully. We deployed an update to our process prior to these jobs running to reduce the possibility of jobs stopping mid-run. We have also deployed an update that will allow us to re-send Auto Close Results emails in the event that a job does not complete.

**\*Notice\*** The automatic settlement job generates Credit Card Auto Close Results and Virtual Check Auto Close Results emails when the job completes. A side effect of this issue, because the job is not completing, is that any account with a batch that settled prior to the process stopping is not receiving an Auto Close Results email for that batch. We are working to address the email delivery in addition to working on preventing the job from stopping. We apologize for this inconvenience.

**01/29 08:00 am** -The 10 pm, 11 pm and 12 am automatic settlements scheduled for January 28 into January 29 did not complete and were restarted in order to settle all accounts. Your automatic settlement may have occurred at a later time than normal.

**01/24 09:25 am** -While this issue remains under investigation, we are monitoring the nightly settlement process and rerunning any that do not complete so we can ensure there is no significant delay in settlement and funding.

**01/22 10:15 am** -The automatic settlement processes scheduled for 01/21 at 10 and 11 pm EST, and 01/22 at 12 am EST, did not complete for all merchants. We are not rerunning these jobs during the business day. Please sign in to Virtual Terminal or Paya Exchange and follow the instructions posted below to settle manually.

**01/21 10:30 am** -The automatic settlement process scheduled for did not complete for all merchants. The great majority of accounts scheduled for 11 pm closed successfully over the weekend. Approximately half of the accounts scheduled for 10 pm did not, and we did process the 10 pm schedule at approximately 2:15 pm on 01/21/19. Any user who receives an email indicating that there are transactions in their open batch dated between 01/18 and 01/22 may wish to log in to Virtual Terminal or Paya Exchange and settle batches manually. Otherwise, the impacted transactions will settle during the next scheduled automatic settlement. We apologize for any inconvenience.

Follow these instructions to settle manually:

[Virtual Terminal](#)

[Paya Exchange](#)

### **ALERT:**

**Email notifications from Paya and Paya Services are being flagged as spam or not being received (RESOLVED)**

**01/30 07:30 am** -Email delivery has returned to normal.

**01/28 04:15 pm** -Most email delivery has returned to normal, and a backlog of outbound emails that had built up between 01/22 and 01/24 has been cleared.

**01/22 03:45 pm** -Our IT teams are working to resolve an issue in which a high number of emails generated by Paya and Paya Services are being flagged as spam and are either delivered to the recipient's spam/junk folder or are not received at all. Not all emails are impacted; some are being delivered normally. Examples of impacted emails include transaction confirmation emails and scheduled reports. We are working to restore the email delivery service to normal as quickly as possible.

**ALERT:**

**Transaction processing to [sagepayments.net](https://sagepayments.net) endpoints are returning Error 522 (RESOLVED)**

**01/22 11:40 am** -At approximately 11:00 am EST, our vendor deployed an update. This resulted in our systems being unavailable for approximately ten minutes while the deployment completed. At approximately 11:10 am EST, all of our systems came back online and resumed normal operation.

**01/22 10:35 am** -We have determined that a change was made by our vendor immediately before the current issue began. We are working with our vendor to roll that change back as soon as possible. When that happens, both [sagepayments.net](https://sagepayments.net) and [sageexchange.com](https://sageexchange.com) will be unavailable briefly while the rollback process is completed, meaning no transactions can be processed during the rollback.

**01/22 10:10 am** -We have determined that the issue occurred with one of our network vendors. We are currently online with our vendor and working to restore service as quickly as possible.

**01/22 08:40 am** -We are investigating the cause of an issue that is preventing merchants from connecting to [sagepayments.net](https://sagepayments.net). This impacts merchants logging in to Paya Virtual Terminal and impacts transactions submitted through XML Web Services and API-integrated solutions. Currently, Paya Exchange, Paya Exchange Desktop and Paya Exchange Virtual Desktop are not impacted.

We are actively engaged in resolving this issue as quickly as possible. Our apologies for this inconvenience.

**ALERT:**

**Automatic Settlement scheduled for Thursday 01/17/19 11 pm EST and Friday 01/18/19 12 am EST did not complete**

**01/18 9:05 am** -The automatic settlement process scheduled for 11 pm Thursday 01/17 and 12 am Friday 01/18 did not complete. Any impacted users may log in to Virtual Terminal or Paya Exchange and settle batches manually. Otherwise, the impacted transactions will settle during the next scheduled automatic settlement. We apologize for any inconvenience.

**ALERT:**

**Telephone prompts are not directing to our call center agents (RESOLVED)**

01/15/2019 8:00 am EST - 8:40 am EST

**01/15 9:00 am** -We experienced an issue with our telephone prompts early this morning, which caused calls to not be directed to our agents. We worked with our telephony vendor to restore service at approximate 8:40 am EST. Calls are routing normally now. We apologize for any inconvenience.

**ALERT:**

**Paya Services ACH, check and gift card services are currently unavailable (RESOLVED)**

01/09/2019 8:25 am EST - 9:40 am EST

**01/09 10:05 am** -The issue was resolved at approximately 9:40 am EST. Merchants are able to resume normal business.

**01/09 9:20 am** -We are currently investigating an issue that has resulted in some merchants being unable to process ACH, check or gift cards. We are working diligently to resolve this issue as quickly as possible. We apologize for the inconvenience.

**ALERT:**

12/21/2018 8:30 – 11:05 am EST  
Internet Disruption at Paya's Reston, VA office

**12/21 11:15 am** -Internet service has been restored and we are resuming normal business operations. We apologize for any delay in responding to your call or ticket this morning.

An internet disruption at our Reston office impacted our ability to respond to calls and emails sent to our Support teams. We delivered calls intended for our Support teams to agents at our other offices. If those calls couldn't be resolved; we submitted a ticket on your behalf for one of our Support agents to contact you as quickly as possible.

The disruption began at approximately 8:30 am EST and was resolved at approximately 11:05 am.

**ALERT:**

12/20/2018 8:00 – 11:00 am EST  
Processing Error when attempting to access My Virtual Reports

**12/20 2:15 pm** -At approximately 11:00 am EST, we resolved this issue. The MVR site has been operating normally since that time.

**12/20 9:30 am** -At approximately 8:00 am, we identified an issue in which some users are receiving a "Processing Error" on My Virtual Reports when attempting to log in or navigate the site. Clearing the browser cache and restarting the browser has helped some users to be able to resume normal activity. Our teams are investigating the cause of the issue and we will restore service as quickly as possible. We apologize for any inconvenience.

**ALERT:**

Scheduled Gateway Maintenance on Thursday, December 20, 2018 (COMPLETED)

Paya will be conducting scheduled maintenance on our gateway platform on Thursday, December 20, 2018, between 4:00 and 7:00 am EST. During this time users may be unable to submit transactions, settlements, or reporting inquiries to the Paya gateway and may not be able to access Paya Virtual Terminal and Paya Exchange, or leverage our APIs and XML Web Services.

Any scheduled operations that normally run during this window, such as recurring transaction processing, will be run once maintenance is completed.

We expect a disruption of service lasting approximately one minute, and every effort will be made to keep the disruption as brief as possible. We appreciate your understanding and apologize for any inconvenience.

**ALERT:**

12/19/2018 3:00 – 7:00 pm EST  
Sporadic RunTime Error or Processing Error reported in Paya Exchange, Paya Exchange Virtual Desktop and Paya Virtual Terminal

**12/20 9:30 am** -The issue was resolved at approximately 7:00 pm EST.

**12/19 4:55 pm** -We have received similar reports of Processing Error messages appearing sporadically in Paya Virtual Terminal, Shopping Cart, Donate Now and Recurring Transactions. We are working to resolve the issue as quickly as possible.

**12/19 3:15 pm** -A small number of users are reporting sporadic errors when trying to launch Virtual Terminal and Batch Management Quick Link from Paya Exchange. Generally, these users see a Processing Error but occasionally they may see a blank window instead. Another small subset of users are reporting a sporadic Runtime Error in /VirtualPaymentTerminal Application after clicking the Submit button in the Paya Exchange Virtual Desktop payment form.

We are working to determine the root cause of these errors and restore service as quickly as possible. If you experience either error, please try to clear your browser history/cache, then re-launch the site and retry. We apologize for any inconvenience.

**ALERT:**

Visa Credit Assessment Fee Increase

**12/03** - Effective January 1st, 2019 Visa will increase the U.S. Acquirer Service Fee by 0.01% on all credit card transactions.

**ALERT:**

12/03/2018

Automatic Settlement scheduled for 11:00 pm on 12/01/2018 and 3:00 am on 12/02/2018 did not complete.

**12/03 7:15 am** - Any batches that did not settle as expected during these times were settled during the next day's settlement process. If you see a batch in your Paya Exchange or Paya Virtual Terminal that has not settled, but should have done so between 12/01 and 12/02; please contact [support@paya.com](mailto:support@paya.com) for assistance. We apologize for any inconvenience.

**ALERT:**

11/01/2018-11/16/2018

Paya Gateway is not reflecting correct status for Paya Services electronic check transactions

**11/19 5:15 pm** - We have deployed an update to correct the status of Virtual Check transactions so that they will reflect properly in the Virtual Terminal reports. Going forward status updates will occur on a daily basis.

**11/14 1:30 pm** - We are aware of an issue with the reporting in Paya Virtual Terminal in which electronic check transactions processed through Paya gateway by Paya Services merchants are not reflecting the correct transaction status. While these transactions are processing, settling and funding normally, Paya Virtual Terminal shows these electronic checks as being in the Open Batch instead of the expected Settled status.

We are working to resolve the issue and correct the reporting as quickly as possible. In the meantime, Paya Services merchants can access <https://www.myonlinereports.com> to view correct reporting for electronic check transactions.

**ALERT:**

11/14/2018

Virtual Check Settlements missing from Virtual Terminal Settled Batch Reports

**11/14 1:30 pm** - A small number of Virtual Check batches did not settle as scheduled between 12:00 and 3:00 am EST this morning. We are not taking action to manually settle these so as not to disrupt processing and reconciliation. Any transactions that did not settle will settle at the scheduled time on November 15.

**ALERT:**

09/29/2018-10/03/2018

Settlement Reports may not be displayed in Sage Exchange under Settled Batch Reports

We are investigating an issue where some settlements are not displayed in Sage Exchange under Settled Batch Reports. This is a reporting issue only; settlement and funding processes are not impacted. If you are not able to locate a batch that settled after between September 29 and October 3, please try searching on our reporting site, My Virtual Reports, for now. We are working to update our reporting in Sage Exchange as quickly as possible.

[How do I access My Virtual Reports?](#)

**ALERT:**

09/07/2018-11/29/2018

Settlement Reports for Virtual Checks may display the same transactions twice for Paya Services merchants

**12/3 8:15 am** - This issue was corrected and all duplicated entries were removed from our reporting on 11/29/2018.

We are investigating an issue where a small number of merchants using Paya services to process ACH (Virtual Check) transactions through Paya Virtual Terminal or Paya Exchange are seeing the same transactions listed twice in

their Settled Batch reports. This is a reporting issue only; there are no duplicated charges being made to customers. We are working to correct this reporting. Our apologies for any inconvenience.

**ALERT:**

11/03/2018 – 11/05/2018

Virtual Check Settlements missing from Virtual Terminal Settled Batch Reports from 11/03/2018

**11/05 4:00 pm** - All impacted files were settled successfully on 11/03/18. At this time, we've corrected our settlement reports in Virtual Terminal so that these files will reflect as Settled instead of Pending.

**11/05 8:15 am** - A system error at Paya caused a large number of electronic check settlements to fall into a Pending status in Paya Virtual Terminal on November 3, 2018. The great majority of these settlements did process successfully and we anticipate no delays in funding.

If you do not see a Virtual Check settlement dated 11/03/18 in your Virtual Terminal, and you were expecting one, please check the Current Batch report. You should see transactions with a Status of Pending. We are working to adjust the reports today so that settled batches will reflect properly.

**ALERT:**

11/01/2018 – 11/02/2018

Automatic Settlement scheduled for 11:00 pm EDT on 11/01/2018 and 12:00 am on 11/02/2018 did not complete

**11/02 9:50 am** -The automatic settlement processes scheduled for 11:00 pm on Thursday, 11/01/18 and 12:00 am on Friday, 11/02/18 did not complete. Both processes were re-run at approximately 9:30 am.

**ALERT:**

10/31/2018

Automatic Settlement scheduled for 8:00 and 9:00 pm EDT on 10/30/2018 did not complete

**10/31 10:45 am** -The automatic settlement processes scheduled for 8:00 and 9:00 pm EDT on Tuesday, 10/30/2018 did not complete. We reprocessed those scheduled settlements at approximately 10:00 am EDT on Wednesday, 10/31/2018. We apologize for any inconvenience. We anticipate no issues with settlements this evening.

**ALERT:**

10/31/2018 4:00 am – 6:30 am EDT

Network Issue at Paya resulting in slow responses from Paya Exchange, Virtual Terminal and My Virtual Reports

**10/31 10:45 am** - An issue with our network prevented users from being able to access Paya Exchange, My Virtual Reports and Virtual Terminal this morning. The issue began at approximately 4:00 am was resolved at approximately 6:30 am EDT. We apologize for this inconvenience.

**ALERT:**

10/25/2018 12:10 pm – 1:30 pm EDT

Telephony issue impacting Paya call centers

**10/25 1:30 pm** - Our telephony vendor has restored service and we have resumed normal call center operations at this time.

**10/25 12:45 pm** - Our telephony systems vendor is experiencing an issue across the US region that is impacting our ability to answer calls from our customers and partners. We are working with our vendor to restore service as quickly as possible. In the meantime, please email [support@paya.com](mailto:support@paya.com) for assistance.

**ALERT:**

10/25/2018 3:00 am – 8:05 am EDT

Error 522 when attempting to access Paya Exchange, My Virtual Reports and Virtual Terminal

**10/26 12:30 pm** - A side effect of this issue was that Upcoming Recurring Summary email notifications for anything scheduled to run on 10/26/2018 were not sent to merchants.

**10/25 1:30 pm** - We completed the processing of recurring transactions that were not processed this morning at approximately 11:45 am EDT.

**10/25 12:45 pm** - As a result of this morning's connectivity issue, settlement data from yesterday has not populated to My Virtual Reports. We are working to populate that data as quickly as possible.

**10/25 11:00 am** - As a result of this morning's connectivity issue, recurring transactions that would normally have processed between 4 and 5 am EDT were not processed. We are running those transactions now.

**10/25 8:25 am** - An issue with our network prevented users from being able to access Paya Exchange, My Virtual Reports and Virtual Terminal this morning. The issue began at approximately 3:00 am was resolved at approximately 8:05 am EDT. We apologize for this inconvenience.

**ALERT:**

10/23/2018 8:00 am – 9:15 am EDT

"Processing Error" when attempting to log in to Paya Exchange (<https://www.sageexchange.com>) or launch Quick Link apps after logging in

**10/23 9:15 am** - A small number of merchants have reported receiving a "Processing Error" when attempting to log in to or launch Quick Links from Paya Exchange. We have identified the likely cause and implemented steps to resolve the issue. We expect further attempts to use Paya Exchange to function as expected.

**ALERT:**

10/19/2018 8:00 am EDT

Automatic settlement from 11:00 pm October 18, 2018 was not completed

**Update 10/19 9:45 am EDT** -We have rerun the settlement process that did not complete last night, and batches are settling as expected. You may see a settlement with a timestamp on the morning of 10/19, which will include the transactions that should have settled at 11 pm on 10/18 and any transactions processed this morning.

We are investigating the cause of an issue that prevented our automatic settlement job scheduled for 11:00 pm EDT last night from completing. Some merchants may see that their settlement from last night was not processed. If you are impacted, please follow these instructions to manually settle your batch:

<https://support.paya.com/44663-how-to/316331>

We fully expect tonight's settlements to process as normal.

**ALERT:**

10/17/2018 2:30 pm – 5:30 pm EDT

Telephony issue impacting Paya call centers

**Update:** Partial services were restored at approximately 3:30 pm and full service was restored across the US by approximately 5:30 pm.

Our telephony systems vendor is experiencing an issue across the US region that is impacting our ability to answer calls from our customers and partners. We are working with our vendor to ensure service is restored as quickly as possible.

We have temporarily configured our call queues to allow callers to leave a callback number. We will return all calls as quickly as possible once service is restored. In the meantime, please email [support@paya.com](mailto:support@paya.com) for assistance.

We apologize for any inconvenience.

**ALERT:**

10/15/2018

Funding Delay for Credit Card Batches settled on Thursday, October 11, 2018

Paya has experienced a delay in our funding process that has caused a small percentage of settlements from Thursday, October 11, 2018, to be delayed in being repaid to merchants. The expected deposit date of these settlements was Monday, October 15, 2018; funding will now be completed on Tuesday, October 16, 2018. If you do not see an expected credit card settlement deposited into your bank, please check again on Tuesday; we expect all funding to be completed then. We apologize for any inconvenience.

**ALERT:**

10/10/2018

Paya Services and Hurricane Michael October 10, 2018

Please be advised that Paya Services has made the decision to close our Ft. Walton Beach office Wednesday October 10<sup>th</sup> due to Hurricane Michael. This is to ensure the safety of our employees.

Our current plan is to reopen the office on Thursday October 11<sup>th</sup>, however assessments will be made as the storm passes and we can be certain that our employees can arrive to work safely. We will send updates if needed.

Processing functions are being handled remotely to insure no impact to transaction activity. If you have any urgent needs please see below:

- **Merchant** needs such as reversal or void should be sent to [customersupport@eftsupport.com](mailto:customersupport@eftsupport.com).
- **Sales** needs should be sent to your business development rep or [sales@eftsupport.com](mailto:sales@eftsupport.com).

***Please be advised that the Paya Services office will reopen as of Thursday, October 11<sup>th</sup> with normal operating hours. We will operate with a smaller staff so customers and partners may experience delays in response times.***

**NOTICE:**

**Scheduled Gateway Maintenance October 18, 2018 between 1:00 and 6:00 am ET**

We will be performing scheduled maintenance on the morning of October 18. Users attempting to submit transactions or settlements during the maintenance window may experience brief and intermittent losses of connection. We apologize for any inconvenience and thank you for your patience as we continue to enhance our services.

**ALERT:**

09/14/2018 15:00-17:00 EDT (RESOLVED)

Sage Exchange Desktop Updates are failing for some users

Some users are receiving an error when installing the update for Sage Exchange Desktop. Paya has identified the cause of this error and is resolved.

**ALERT:**

09/07/2018

Settlement Reports for Virtual Checks may display the same transactions twice for Paya Services merchants - September 7, 2018

We are investigating an issue where a small number of merchants using Paya services to process ACH (Virtual Check) transactions through Paya Virtual Terminal or Paya Exchange are seeing the same transactions listed twice in their Settled Batch reports. This is a reporting issue only; there are no duplicated charges being made to customers. We are working to correct this reporting. Our apologies for any inconvenience.

**ALERT:**

09/06/2018-09/17/2018

Settlement Reports may not be displayed in Sage Exchange under Settled Batch Reports -September 6, 2018 to September 17, 2018 (RESOLVED)

**Update 09/18** -We have populated the missing settled batch reports to Sage Exchange.

We are investigating an issue where some settlements are not displayed in Sage Exchange under Settled Batch Reports. This is a reporting issue only; settlement and funding processes are not impacted. If you are not able to locate a batch that settled after August 31, 2018, please try searching on our reporting site, My Virtual Reports, for now. We are working to update our reporting in Sage Exchange as quickly as possible.

[How do I access My Virtual Reports?](#)

**ALERT:**

08/30/2018

Sporadic 404 Error Response when submitting a payment through Shopping Cart or ExpressPay (RESOLVED)

**Update 4:15 pm EDT** -We are deploying an update tonight that will resolve this issue. In the meantime, if you have customers experiencing this issue, please log in to your Virtual Terminal and go to Shopping Cart, Departments. If you have no departments, click ADD NEW DEPARTMENT, give the department a name and click ADD DEPARTMENT. Next go to Shopping Cart, Products and click ADD NEW PRODUCT. Fill in the Part Number, Description and Price fields, then scroll down and click ADD PRODUCT. Your customers will no longer experience a 404 error when submitting payments. Note that the Active checkbox does not need to be checked for either the Department or the Product.

We are investigating an issue in which a small number of users are receiving a 404 error when submitting a payment through our Shopping Cart and ExpressPay solutions. Though the user sees a 404 error, the payment will authorize or decline normally.

**ALERT:**

08/28/2018 9:00 – 17:00 EDT

Paya Support Team in Training

Our Support team will be in training sessions throughout the day and we will have limited staff available to answer phone calls. You may be prompted to leave your callback number when contacting our Support team. We will return all calls as quickly as possible. You can also email [support@paya.com](mailto:support@paya.com) for assistance. We apologize for any inconvenience, and we will resume normal phone operations tomorrow, August 29, 2018.

**ALERT:**

08/27/2018 16:30 – 23:00 EDT

Sage Mobile Payments users receiving 2999 error message (RESOLVED)

**Update 9:15 am EDT (08/28)** -This issue was resolved by our mobile app vendor.

We are working with our mobile app vendor to address an issue in which users are receiving a 2999 error message when completing Credit Card transactions. We've identified three scenarios in which the error message is presented.

1. On the Receipt screen, if a user inputs a customer's email address and taps DONE, the error message presents and the transaction is not run.
2. On the Additional Details screen, if a user inputs Notes and an Invoice Number and taps DONE, the error message presents and the transaction is authorized.
3. On the Additional Details screen, if a user taps SKIP, the error message presents and the transaction is authorized.

In scenarios 2 and 3, after tapping OK on the error message, the app seems to be loading; displaying a spinning icon, but users are not able to interact with the app and must exit completely.

We apologize for this inconvenience.

**ALERT:**

08/27/2018 11:00 – 14:00 EDT

Sporadic Telephony Issues impacting Support Teams (RESOLVED)



**Update 3:45 pm EDT** -Telephony service has been restored.

Our Support teams are experiencing sporadic connectivity issues, which may cause some calls to disconnect or may result in a delay in answering incoming calls. We are working to restore service as quickly as possible. In the meantime, if you have trouble reaching us via telephone, please email [support@paya.com](mailto:support@paya.com). We apologize for this inconvenience.

**ALERT:**

8/20/2018 16:30 to 17:30 EDT

Login issues for Paya Virtual Terminal, Paya Exchange, and Payment Center

Some merchants are reporting that they are getting a processing error when they attempt to login to a Paya service. We are currently investigating this outage. We recommend merchant to clear their internet temporary files and reload their browsers. Check back here for further updates.

- Update 5:30 pm EDT - Our IT team identified the source of the issue and made an update to resolve the problem. Users may need to clear their browser cache or restart their workstations before resuming normal processing activity.

**ALERT:**

8/9/2018

Update to Paya Exchange Desktop released

Paya released an update to the Paya Exchange Desktop (formerly Sage Exchange Desktop) on August 9, 2018. Please see this article for additional details about the release for PED 2.0.2.39.

**ALERT:**

8/1/2018 to 8/14/2018

Upcoming Recurring Transaction Summary Emails Not Being Received (RESOLVED)

Merchants are not receiving the Upcoming Recurring Transaction Summary email notifications that are generally sent one business day prior to a recurring schedule processing. Our IT teams are engaged and working to resolve the issue.

- Update 4:00 pm EDT (08/14) - We've corrected the email notification reporting so that there are no longer duplicate records listed.
- Update 11:45 am EDT (08/14) - Upcoming Recurring emails are now being delivered, but the list of transactions was duplicated in the notification email. We are correcting the reporting. We have verified that the recurring records have not been duplicated and we do not anticipate any issue with the recurring processing on August 15.

**ALERT:**

7/27/2018 to 8/9/2018

Ingenico Terminals - Certificate VeriSign Expires in (X) days (RESOLVED)

Users are experiencing an error on Ingenico terminals that states the Certificate is about to expire. We have reported the issue to TSYS acquiring solutions who is providing the SSL Certificate. Terminals can still process transactions after pressing enter to bypass the error message. TSYS is working closely with Ingenico to resolve this issue. Additional information will be provided as it becomes available from TSYS.

- Update 5:00 pm EDT (8/09) - Update: The application to remove the SSL certificate error was installed and validated. Merchants can download the new application at any time to remove the expiring certificate warning message. Terminals using older applications will need to run a full download of the application;

please call TSYS terminal support 24/7 800-847-2737 or 800-552-8227, have your terminal ID number ready when you call them.

- Update 9:00 am EDT (8/09) - A fix for the certificate error on Ingenico terminals will be pushed into production on Thursday, August 9th, 2018 between 9 am and 5 pm PDT.
- Update 4:30 pm EDT (8/08) -Our processing vendor has updated the certificates for Ingenico Terminals and is in the process of releasing an updated software application with new certificates. Users experiencing this issue can continue to process even if they see a "certificate expiration error" message. Once the new software has been released, any impacted users can contact Support to have the new application installed on their terminal.

**ALERT:**

8/3/2018 to 8/6/2018

Email Notifications Not Being Received (RESOLVED)

We've identified an issue that is causing some users to not receive email notifications for transactions and settlements submitted through the Paya gateway. Password Reset emails are also impacted. The issue is actively under investigation by our IT teams. Further updates will be provided as they become available. For now, please log in to Paya Exchange or Virtual Terminal to review any transaction or batch details. We apologize for this inconvenience.

- Update 11:00 am EDT (8/06) - We have deployed a fix at approximately 10:30 am EDT and email notifications are being sent. There is a backlog of email notices from the last few days to get through, so we do expect delays in email notifications being received while we catch up.

**ALERT:**

7/18/2018 to 8/1/2018

My Virtual Reports, Virtual Terminal and Paya Exchange sites returning users to Login Page (RESOLVED)

Users are experiencing an issue in which they are sporadically returned to the My Virtual Reports, Virtual Terminal or Sage Exchange login pages when clicking any link/button within each site. We are investigating the cause of the issue. If you experience this issue, please try to clear your browser cache and restart the browser. Users seem to have the most success using Google Chrome, so please use that browser if it is an option.

- Update 8:00 am EDT (8/02) - After extensive we can confirm that the patch deployed on 8/1/2018 has resolved the persistent session logout issue that was affecting most Paya Exchange and My Virtual Reports users.
- Update 10:15 am EDT (8/01) - We have deployed a solution which addresses the issue of users being logged out of My Virtual Reports.
- Update 9:00 am EDT (8/01) - We have deployed a solution which addresses the issue of users being logged out of Paya Exchange when launching Virtual Terminal from the Quick Links menu. We are continuing to work to resolve logout issues fully within Paya Exchange.
- Update 9:00 am EDT (7/30) - We have identified a solution to the logout issue on the Paya Exchange and will be rolling out an update shortly. In the meantime please contact us for your Virtual Terminal credentials if you need to process right away.
- Update 5:00 pm EDT (7/24) - Merchants using the Paya Virtual Terminal are now able to access the site and no longer being affected by the issue where users are being logged out of the account while navigating through the site. Merchants should be able to access the Virtual Terminal from Internet Explorer, Chrome, and Mozilla (we have not tested additional browsers at this time).
- Update 9:00 am EDT (7/24) - Merchant's that are continuing to have troubles with accessing the Virtual Terminal or Paya Exchange from Chrome, or Firefox have had success with access the product from our merchant support page after clearing stored browsing data from their internet browser.

- Update 6:00 pm EDT (7/23) - If you are continuing to experience difficulties after the patch deployed this morning, please try using the Mozilla Firefox browser in a private browsing window. We are implementing additional resources on our network to address the issue, and we strongly encourage merchants affected by this to continue to review this announcement page or reach out to our Customer support team for further updates.
- Update 10:30 am EDT (7/23) - A patch was released to address the timeout issue in Internet Explorer, we believe that this patch has resolved the issue where users are getting kicked back to the login screen. We are still testing to ensure that this issue is resolved, please report any additional outages that you are experiencing.
- Update 8:30 am EDT (7/23) - Some users are continuing to experience issues with being automatically returned to the login page after clicking on links within Virtual Terminal and Paya Exchange websites. We are still recommending that users clear browser data and try using Chrome or Firefox.
- Update 1:00 pm EDT (7/20) - We have seen consistent results with users remaining logged in to our applications in both Chrome and Firefox. We can reliably reproduce a user being logged out with the following scenarios in Internet Explorer and Edge:
  - After a successful login, after approximately 1-3 minutes of inactivity, the next link or button clicked returns a user to the login page.
  - Any action that opens a new tab, such as clicking "View Receipt," returns a user to the login page.
- Update 10:15 am EDT (7/20) - We have deployed an update, and our testing has shown the majority of the issues with users being returned to the login page have been resolved. Please contact Support if you continue to experience difficulty remaining logged in to My Virtual Reports, Virtual Terminal or Sage Exchange.
- Update 4:15 pm EDT (7/19) - We are in the process of testing a possible solution. Once we have completed testing, if all goes well, we will deploy a fix to production. Additional updates will be published as they become available.
- We can suggest a workaround that is allowing many users to remain connected to Virtual Terminal and run business normally. Launch Mozilla Firefox, then press CTRL+SHIFT+P. You'll see a new window/tab with a mask icon next to the Minimize button, and the words "Private Browsing" in the tab. From here, navigate to <https://www.sagepayments.net/virtualterminal> or <https://www.sageexchange.com/sep> and log in normally. This is not a guaranteed workaround, but we have seen many successful cases using this option.
- Update 12:30 pm EDT (7/19) - Some merchants may still be experiencing issues as we continue to work towards a solution. We will continue to share updates here.
- Update 6:00 pm EDT - We have completed the deployment of updates, and the frequency and number of issues have diminished significantly. We are continuing to monitor for any further problems.
- Update 3:50 pm EDT - We are deploying updates at 4:00 and 4:30 pm EDT to attempt to resolve the ongoing login issues.
- Update 12:50 pm EDT - We have deployed an update to reduce the frequency of issues being experienced. We are continuing to work towards a complete resolution.

**ALERT:**

7/18/2018 to 8/8/2018

Sage Exchange Virtual Desktop returning "Runtime Error" (RESOLVED)

We are investigating an issue in which some users receive a "Runtime Error" when submitting a transaction over <https://www.sageexchange.com/sevd>. In most cases, continual attempts will eventually return a successful transaction. We apologize for this inconvenience and appreciate your patience as we work towards a resolution.

- UPDATE 8:00 am EDT (8/02) - The patch deployed 8/01/2018 has resolved all session "Runtime Errors" affecting users integrated to this solution. We have tested extensively and can confirm the issue is resolved.
- UPDATE 9:00 am EDT (7/26) - The patch released on 7/23/2018 has not fully resolved the "Runtime Error;" merchants affected by this will need to clear browsing data and attempt to run again in Google Chrome or Mozilla Firefox.
- UPDATE 10:30 pm EDT (7/23) - We are reporting that a patch was released on Saturday to address the "Runtime Error" in Sage Exchange Virtual Desktop (SEVD) after swiping a card and submitting payment. We are still testing to ensure that this issue is resolved, please report any additional outages that you or your customers are experiencing.
- UPDATE 4:15 pm EDT (7/20) - We can reliably reproduce a "Runtime Error" in Sage Exchange Virtual Desktop (SEVD) after swiping a card and submitting payment. Launching the SEVD application in Chrome or Firefox seems to prevent the issue from occurring. We are working towards a resolution.
- UPDATE 6:45 pm EDT (7/19) - A few users are reporting that they received this error again today. We are investigating the cause. We apologize for this inconvenience.

**ALERT:**

*7/17/2018 2:00 pm*

Telephony Service Interruption July 17, 2018 (RESOLVED)

Service was restored at approximately 4:00 pm EDT on July 17, 2018.

Paya is currently experiencing an issue that is impacting our telephone service. Callers and Paya representatives are unable to hear one another on some phone calls. We are working with our vendors to restore service as quickly as possible. If you are unable to reach us via phone, please email [support@paya.com](mailto:support@paya.com) for assistance.

We apologize for this inconvenience.

**\*\*\*Scheduled Maintenance Alert\*\*\***

*7/18/2018 2:00 am EDT*

On Wednesday, July 18, 2018 at 2 am EDT, we will be performing maintenance on the Paya gateway. The system may not be accessible for approximately 30minutes while updates are occurring. Any scheduled files will be held during this window and processed as soon as the updates are complete.

This update is being done to address an issue in which some users will be sporadically returned to the login page when navigating within the Virtual Terminal site.

**ALERT:**

*7/11/2018 8:00 am EDT*

Sage Payment Center Invoice Screen and Click 2 Pay Temporarily Unavailable - July 11, 2018-July 15, 2018 (RESOLVED)

The issue was resolved at approximately 1:30 pm EDT on Sunday, July 15, 2018.

Paya and Sage are working together to identify the cause of the issue. As of 8:30 am EDT on July 14, 2018, the issue remains under investigation.

We are currently experiencing a service interruption that is impacting Payment Center's Invoice screen and Click-2-Pay emailed invoice links. The root cause is currently being investigated. We apologize for any inconvenience this may cause.

**ALERT:**

*7/10/2018 10:30 am EDT*

"Error 504" when users access Payment Center -July 10, 2018 (RESOLVED)

This issue was resolved at approximately 10:30 pm EDT.

At approximately 10:30 am EDT, we began receiving reports of users receiving an "Error 504" message when attempting to sign in to Payment Center within the Sage 50 software or online at <https://www.sagepaymentcenter.com>. We are working to resolve this issue as quickly as possible. We apologize for any inconvenience.

**ALERT:**

*7/6/2018 3:00 pm EDT*

"Processing Error" Virtual Terminal and Sage Exchange -July 6, 2018 (RESOLVED)

A fix was deployed at 6:00 pm EDT on July 6, 2018.

We are deploying a fix for this issue at 6:00 pm EDT. While the fix is being deployed, users may experience a loss of connectivity to Paya Exchange, Paya Exchange Desktop and Paya Exchange Virtual Desktop. This interruption should last no more than a few minutes.

Beginning at approximately 3:00 pm EDT, some users are receiving the error message "Processing Error" when launching a Virtual Terminal from the Sage Exchange Quicklinks. Our IT teams have been engaged and are working to restore service as quickly as possible. We apologize for any inconvenience.

If a transaction must be processed immediately, please use the following steps:

Go to <https://www.sagepaymentcenter.com>  
Log in with normal Sage Exchange credentials (email and PW)  
Select the VTID/location you want to run transactions on  
In the left menu, choose Payment, Accept Payments  
A new window will open where payment info can be entered

**ALERT:**

*06/26/2018 5:00 pm EDT*

Users receiving "503: Server Unavailable" when attempting to process transactions in Sage Exchange Virtual Desktop (SEVD).

We have partially resolved an issue where some users were receiving a 503 error back when attempting to launch the SEVD interface. The issue began at approximately 5:00 pm EST on June 26, 2018 and the majority of instances were resolved at 7:00 pm.

Since then, a small number of users have experienced similar issues sporadically between June 27 and 29, 2018. We are working to identify the root cause and implement a permanent solution. We apologize for any inconvenience.

**ALERT:**

*06/25/2018 10:00 pm EDT*

Batch Auto-close Settlement Issue (Resolved)

The 10:00 pm (EST) batch did not settle automatically on 06/25/2018. All the impacted batches were re-ran on 06/26/2018 at 9:00 am (EST).

**ALERT:**

*6/26/2018 9:00 am EDT*

Moneris CA Unable to Process (Resolved)

Paya has resolved an issue which caused Moneris CA merchants to experience processing issues on 06/26/2018 and 06/27/2018 using Paya integrated services and Paya Virtual Terminal. The issue was resolved at approximately 11:45 am (EST) on 06/27/2018.

**ALERT:**

*6/26/2019 7:00 am to 4:00 pm EDT*

"Card couldn't be read" in Virtual Terminal (Resolved)

Transactions processed through Paya Virtual Terminal using a card reader were being declined with error message "Card couldn't be read" between 7 am and 4 pm EST on June 26, 2018. We apologize for any inconvenience.

**ALERT:**

*6/29/2018 10:00 am EDT*

File Import in Virtual Terminal is not Processing (Resolved)

This issue was resolved on July 2, 2018. Files imported to Virtual Terminal are uploading and processing normally.

On June 29, 2018 we began to experience new instances of files returning a Processing Error when users attempt to import them into Virtual Terminal. We are actively investigating the root cause of this issue. We apologize for this inconvenience.

Transaction Files uploaded to Virtual Terminal are remaining in Uploaded status and not being Processed as of June 26, 2018. We are working to resolve the issue and process these files as quickly as possible. Please do not upload your file again if you see it has not processed. All files that were stuck in Uploaded status were Processed on June 28, 2018.

**ALERT:**

*6/27/2018 9:00 AM EDT*

Order Confirmation Emails (Resolved)

Automatic order confirmation emails sent when transactions are processed were being sent with a long delay on June 26, 2018. The delay was addressed on June 27, 2018 and order confirmations are being delivered at normal speed.

**ALERT:**

*6/1/2018 12:00 pm EDT*

Paya has turned off communication via any protocol below TLS 1.2 as part of PCI Compliance

At 12 pm EDT on Friday, June 1st, 2018, Paya turned off all communication to our services that do not meet or exceed TLS 1.2 protocol standards. These actions were taken to comply with the PCI Security Standard Council mandated deadline to mitigate vulnerabilities in earlier SSL/TLS standards.

Merchants effected by this change will receive errors when attempting to process payments using third-party integrations, vendor provided software solutions and hosted solutions that communicate with lesser encryption than TLS 1.2. If you are unable to process payments using a software solution, please contact your vendor to discuss how your software is currently leveraging TLS. Your vendor may suggest possible upgrades to those solutions to ensure that you can use the TLS 1.2 protocol. If you are hosting your solutions, you will need to enable TLS 1.2 security protocols on your servers and clients. If the TLS options are not available, you may need to upgrade your servers to Windows 2008 Service Pack 2 R2 or higher. If you are using Linux, please check the Open SSL changelog for the version of your Linux OS that will support TLS 1.2.

For further detailed information about the transition for TLS 1.2, please review this article from the PCI SSC.

For Guideline on selection, configuration and use of TLS implementations, please review this help document from National Institute of Standards and Technology.

**ALERT:**

*6/1/2018 12:00 pm EDT*

Sage Exchange Desktop 1.0 returning "Unable to complete registration" on launch

Beginning at approximately 5 pm EDT on Friday, June 1, 2018, users attempting to launch Sage Exchange Desktop 1.0 began receiving an error message, "Unable to complete registration." We recommend installing Sage Exchange Desktop 2.0 to address this issue and continue processing payments.

**\*\*This installation requires full admin rights to your PC!\*\***

Download the latest version of the Sage Exchange Desktop Bootstrapper from <https://www.sageexchange.com/install/#/sedv2x/en>  
Extract and run SageExchangeDesktopBootstrapper.exe  
Navigate to the SageExchangeDesktopBootstrapper.exe file  
Right click and Run as Administrator  
Follow installation prompts

**ALERT:**

6/4/2018

Sage X3 payments connectivity issue

Immediately following the switch to TLS 1.2 compliance, Sage X3 customers are experiencing connectivity issues when attempting to process payments. We are actively working with the Sage X3 development team to resolve this issue.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

**ALERT:**

6/4/2018

Sage 500 issues with settling transactions after processing payments

A patch has been pushed by Sage for the Sage 500 software in testing this issue appears to be resolved

Immediately following the switch to TLS 1.2 compliance, Sage 500 customers are now experiencing a error message when attempting to settle batches. We are actively working with the Sage 500 team to resolve this issue.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

**ALERT:**

6/1/2018

Shopping Cart, Donate Now and ExpressPay checkout page returning a Processing Error

RESOLVED: This issue was resolved at approximately 1:30 pm EDT on June 6, 2018.

The update we deployed did not resolve this issue in our production environment. We are continuing to investigate the root cause.

We have identified the cause of this issue and expect to have a fix deployed this afternoon.

Our IT teams are investigating the cause of an error in our Shopping Care, Donate Now and ExpressPay checkout page. Users attempting to submit a payment using this page are receiving this error message:

An error occurred on the server when processing the URL. Please contact the system administrator.

If you are the system administrator please [click here](#) to find out more about this error.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

**ALERT:**

06/07/2018 10:30 am EDT

Sage Exchange website is failing to load

This issue was resolved at approximately 10:00 am EDT on June 7, 2018.

We are currently experiencing an outage on the [www.sageexchange.com](http://www.sageexchange.com) port that is preventing the website from loading. Our Development teams are actively working to resolve this outage. During the outage merchants should use the Virtual Terminal at [www.sagepayments.net/virtualterminal](http://www.sagepayments.net/virtualterminal). If you do not know your credentials for this site please contact our support team.

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

**ALERT:**

*06/01/2018 12:00 pm EDT*

Issue: Virtual Check Automatic Settlement did not process between June 1 and June 3, 2018 We have deployed a fix for the automatic settlement process and the processes are running now.

We have identified the cause of this issue and expect to have a fix deployed this afternoon.

Our IT teams are resolving an issue that resulted in automatic settlement for Virtual Check (ACH) transactions to not process over the last few days. We expect to have a fix in place today and all transactions will settle in tonight's automatic settlement.

We apologize for this inconvenience

**ALERT:**

*06/01/2018 12:00 pm EDT*

Issue: Sage Mobile Payments Connectivity

We are working closely with our vendor to resolve a connectivity issue that is causing all transactions attempted using Sage Mobile Payments to return "Transaction Declined by Processor." The issue began at approximately 3:00 pm EDT on Friday, June 1, 2018.

- To retrieve your login credentials, click [Forgot Password](#), then click [Chat with Boomtown](#).
- To reset your password, you will need your 12-digit Virtual Terminal ID, which will also be your Username for this site, and your email address. Follow these steps to [change or update the Virtual Terminal Password](#).
- To process a payment; follow these steps: [How do I process a transaction in the Virtual Terminal](#).

We apologize for this inconvenience and we are actively working to restore service as quickly as possible.

**ALERT:**

*03/28/2018 9:00 am EST*

Issue: Incorrect password message on [sageexchange.com](http://sageexchange.com) when using correct username and password. Our support team is working diligently to resolve this issue. We apologize for any inconveniences this may have caused.

**ALERT:**

*11/28/2017 4:30 pm EST*

A power outage in Reston, VA is impacting our ability to answer support calls. Please email [sagesupport@sage.com](mailto:sagesupport@sage.com) if you need assistance and we will respond as soon as possible. We apologize for this inconvenience.



**ALERT:**

*11/21/2017 10:00 am EST*

We have detected an issue causing some impact to payment processing. We have traced the issue to older version of web browsers and have enacted a change on our end to alleviate the problem.

Please work with your POS Vendor or IT team to ensure that you are submitting payments through the current generation of web browsers.

We thank you for your patience as we work to resolve this matter.

**ALERT:** Sage Mobile Payments (SMP) users are seeing error 2831, 2899 or 4007 when attempting to log in to the SMP app.

*11/14/2017 10:45 am EST*

Status: Resolved

Our vendor found the cause of the issue and deployed a fix, which has resolved this issue.

We apologize for this inconvenience and thank you for your patience.

*11/14/2017 9:45 am EST*

We have received a few reports from Sage Mobile Payments users getting errors 2831, 2899 or 4007 when attempting to log in to the SMP app. We have reported the issue to our mobile vendor and are working closely with that vendor to resolve the issue as quickly as possible.

In many cases, the impacted users are using Android devices and Verizon service. In some cases, rebooting the device and reinstalling the SMP app has resolved the issue.

Updated information will be provided as it becomes available.

We apologize for this inconvenience and thank you for your patience.

**ALERT:** Service interruption impacting some Direct API and Payments JS integrations

**Status:** *Resolved*

*11/08/2017 7:50 am EST*

This issue was resolved by our vendor at approximately 8:30 pm EST on 11/07/2017. The problem originated from an issue impacting the East Region.

*11/07/2017 5:45 pm EST*

Our vendor has reported that the issue has been identified and is working to implement a fix. Services may be intermittently available as additional work is completed to fully restore functionality.

*11/07/2017 5:05 pm EST*

One of our API vendors is reporting a significant service interruption that is impacting payment processing through our Direct API and Payments JS integration methods. If you are experiencing an issue processing multiple payments, please continue to check back here for updates.

If you process transactions directly through Sage Virtual Terminal, Sage Exchange, Payment Center, Sage Exchange

Desktop, Sage Exchange Virtual Desktop, Sage Donate Now or Sage Shopping Cart; you are not impacted.

We are working with our vendor to identify the root cause and restore service as quickly as possible. We apologize for this inconvenience.

**ALERT:**

*10/27/2017 4:20 pm EDT*

**Status: Resolved**

Our processing vendor has identified sporadic timeouts during transaction processing between 11:15 and 12:45 pm est. today. The impact does not appear to be significant, but a small number of cardholders may see pending charges that are not recorded in the Sage gateway (Virtual Terminal, Sage Exchange, Payment Center). These pending charges will not settle if they are not in the gateway, and they will fall off of the cardholders' accounts in a few days. Please check your batch before settling to ensure all transactions that processed today are accounted for.

**ALERT:**

*10/27/2017 02:20 pm EDT*

Our processing vendor has identified sporadic timeouts during transaction processing. The impact does not appear to be significant, but a small number of cardholders may see pending charges that are not recorded in the Sage gateway (Virtual Terminal, Sage Exchange, Payment Center). These pending charges will not settle if they are not in the gateway, and they will fall off of the cardholders' accounts in a few days. Please check your batch before settling to ensure all transactions that processed today are accounted for.

**ALERT:**

*10/04/2017 1:20 pm EDT*

We are experiencing a power outage in our Reston office that is impacting our phone and computer systems. There may be a delay in responding to your support request. We will post additional updates as more information becomes available. We apologize for this inconvenience.

**ALERT:**

*10/02/2017 1:00 pm EDT*

Status: *Resolved*

Our IT team has reported this issue resolved. Many of the impacted merchants are now able to access Virtual Terminal or process transactions through their integrated solutions. We apologize for this inconvenience.

*10/02/2017 12:00 pm EDT*

Some merchants are receiving a notice of an expired security certificate on the sagepayments.net domain. This may prevent users from accessing Sage Virtual Terminal or from submitting transactions through integrated payment programs. We are working to identify the cause of the issue and restore service as quickly as possible. We apologize for any inconvenience.

**ALERT:**

*10/02/2017 09:45 am EDT*

Status: *Resolved*

As of 9:40 am, transactions are processing successfully through Sage Mobile Payments. We apologize for this inconvenience.

*10/02/2017 09:05 am EDT*

Transactions attempted through Sage Mobile Payments are not processing and are returning a "Transaction Declined by Processor" error. We are working with our vendor to address this issue and restore service as quickly as possible. We apologize for any inconvenience.

*Alert: 9:03 AM EDT, 09/15/2017*

*Issue: Cell Charge merchants are being disconnected after entering their PIN.*

*Status: Resolved*

*We have received reports that Cell Charge merchant are currently unable to process transactions. Cell Charge updated their post location and the issue was resolved.*

*9:45 AM EDT, 09/13/2017*

*Status: Resolved*

*The Sage Payment Solutions office in Reston experienced a brief power outage on the morning of Wednesday, September 13, 2017. As a result, phone service was disrupted for a short time. Power has been restored and we have resumed normal operation at this time. We apologize for any inconvenience.*

*Alert: 3:55 PM EDT, 09/06/2017*

**Issue:** Monthly statements have multiple typos in the statement messages section.

**Status:** Resolved

The August 2017 statements are available online. The statement messages have been corrected and are displaying the proper text. We apologize for any inconvenience.

*12:30 PM EDT, 09/06/2017*

**Update:** We are in the process of uploading corrected statements. While this upload is in progress, statements for August 2017 may be unavailable online. We will provide an update once we have completed uploading all corrected statements.

*6:00 PM EDT, 09/05/2017*

We experienced an error while generating electronic copies of the monthly statements for August 2017. The error caused merchant statements to have numerous spelling errors and scrambled words in the statement messaging section. Only impacted the statement messaging section; the transactional data is accurate. We have identified the issue and are in the process of correcting the files to fix the spelling/grammar issues. The corrected statements will be available electronically in the next day or so. We apologize for any inconvenience and appreciate your patience as we work to resolve this matter.

*Alert: 11:30 AM EST, 08/30/2017*

**Issue:** Navigation bar is missing within Payment Center

**Status:** Resolved

**Update:** An issue involving a redirect from [www.sagepaymentcenter.com](http://www.sagepaymentcenter.com) resulting in a 404 error has been resolved as of 1:00PM. If the problem persists you may need to clear your browser's cache.

We became aware that users are receiving a 404 error when accessing Payment Center. If impacted please use the following link [prod-pc.sagedatacloud.com](http://prod-pc.sagedatacloud.com).

This issue has been escalated and we are working closely with our IT department to identify the scope of this issue and work towards a speedy resolution. We apologize for this inconvenience and appreciate your patience as we work to resolve it.

**Alert:** 2:30 pm EST, 6/2/2017

**Incident:** Cell Charge merchants not being able to process credit card transactions

All,

On June 1<sup>st</sup>, 2017, we began receiving calls from Cell Charge merchants not being able to process credit card transactions through their normal Cell Charge process.

We have discovered that the number the merchant uses to obtain an approval is no longer in service. As an alternative solution while we continue to work with Cell Charge and other partners to fix this issue merchant has one of the two options below:

1. We take the customer information from the merchant and process the transaction in the virtual terminal on behalf of the merchant
2. Grant the merchant access to the virtual terminal and do a 10 minute overview of the virtual terminal for the merchant to use going forward

If you have any questions please contact Eihab Khanfer.

**Alert:** 8:50 am EST, 05/25/2017

**Incident:** Recurring Transactions Scheduled for May 25, 2017 are delayed

Recurring Transactions scheduled to run on the morning of May 25, 2017 have been delayed due to scheduled maintenance. The recurring processes were started approximately an hour late and will continue to run throughout the morning. There is no need to take any action if you do not see your recurring payments in the current batch.

**Alert:** 9:00 am EST, 05/17/2017

**Issue:** Automatic Settlement Process Not Completed between 10 pm and 11 pm on May 16, 2017

The automatic settlement process between 10 pm and 11 pm EST on Tuesday, May 16, 2017 did not complete for all merchants. Any merchant seeing unsettled transactions that should have batched on the evening of May 16 should log into Sage Exchange or Virtual Terminal to settle the batch manually.

For Sage Virtual Terminal users, take these steps to settle your batch:

[Virtual Terminal Batch Settlement](#)

For Sage Exchange users, take these steps:

[Sage Exchange Batch Settlement](#)

We have investigated the matter and do not anticipate any further difficulty. If any user would prefer not to

take action, transactions that were not settled will be picked up when the automatic settlement process runs tonight.

**Alert** 3:45 PM EST, 05/05/2017

**Issue: Transactions Failing with a CVV Failure response**  
**Status: Resolved**

Sage Payments Solutions has been able to identify who was impacted and it is a very small segment of those that we initially notified. SPS support has already begun contacting merchants and providing information needed for releasing holds on a customers card. In cases we are unable to reach a customer we are providing the same information via email. These holds will normally be released in 5-7 days without any further action. We apologize for this inconvenience and appreciate your patience.

Please submit a ticket or call us if you need assistance

**Alert** 12:22 PM EST, 05/05/2017

**Issue: Transactions Failing with a CVV Failure response**  
**Status: Unresolved**

We have notified customers via email that may be impacted by this. If you have received that email and are here for updates please continue reading.

Sage Payments Solutions has been able to identify who is actually impacted and it is a very small segment of those that we initially notified. SPS support has already begun contacting impacted merchants and providing the information needed for releasing a hold on a customers card. In cases we are unable to reach a customer we will be providing the same information via email. I

f you would like see if you may be impacted on your own you will want to verify your current risk control settings. If CVV exact Match is enabled please review your transactions over the last 3 days and look for the following decline codes and/or error messages.

Messages: CVV Failure M and/or CVV Failure N  
Code: 650104

If you have multiple entries for a customer with these responses they may have excessive holds on their accounts. These will normally be released in 5-7 days without any action by you.

Resources and information you may need:

How do I review my cvv controls?

[Payment Center](#)  
[SageExchange.com](#)  
[Virtual Terminal](#)

How do I release a hold or charge on a customers card?

Please submit a ticket or call us if you need assistance releasing these auths from your customers accounts.

**Alert** 7:10 PM EST, 05/04/2017

**Issue: Transactions Failing with a CVV Failure response**  
**Status: Unresolved**

We have notified customers via email that may be impacted by this. If you have received that email and are here for updates please continue reading.

You may have customers with multiple holds/authorizations on the transactions you have processed. This is due to an incorrect response from the processor in regards to the CVV. Please verify your current risk control settings and If you have CVV exact Match enabled you may have been impacted. We have identified the merchants and customers impacted by this. Its is about 40 merchants out of 4,200.

How do I review my cvv controls?

[Payment Center](#)  
[SageExchange.com](#)  
[Virtual Terminal](#)

If you determine you are impacted, please review your transactions over the last 3 days and look for the following decline codes and/or error messages.

Messages: CVV Failure M and/or CVV Failure N  
Code: 650104

If you have multiple entries for a customer with these responses they may have excessive holds on their accounts. These will normally be released in 5-7 days without any action by you. Some issuers could even release them sooner. Please submit a ticket or call us if you need assistance releasing these auths from your customers accounts.

*Alert 4:29 PM EST, 05/04/2017*

**Issue: Transactions Failing with a CVV Failure response**  
**Status: Unresolved**

We have notified customers via email that may be impacted by this. If you have received that email and are here for updates please continue reading.

You may have customers with multiple holds/authorizations on the transactions you have processed. This is due to an incorrect response from the processor in regards to the CVV. Please verify your current risk control settings and If you have CVV exact Match enabled you may have been impacted.

How do I review my cvv controls?

[Payment Center](#)  
[SageExchange.com](#)  
[Virtual Terminal](#)

If you determine you are impacted, please review your transactions over the last 3 days and look for the following decline codes and/or error messages.

Messages: CVV Failure M and/or CVV Failure N  
Code: 650104

If you have multiple entries for a customer with these responses they may have excessive holds on their accounts. These will normally be released in 5-7 days without any action by you. Some issuers could even release them sooner. Please submit a ticket or call us if you need assistance releasing these auths from your customers accounts.

**Alert** 3:15 PM EST, 05/04/2017

**Issue: Transactions Failing with a CVV Failure response**  
**Status: Unresolved**

We are aware of some of our customers that have been receiving a CVV failure response. This is causing some unexpected behavior when viewed by cardholders. They are reporting multiple holds or authorization attempts on their cards. Please reach out to support via ticket or telephone if you have a cardholder that is requesting your assistance in clearing up this activity.

**Alert** 10:11 AM EST, 05/04/2017

**Issue: Navigation bar is missing within Payment Center**  
**Status: Resolved**

We became aware that users were unable to see the navigation bar in the Payment Center at **7:30 AM EST**. This issue was escalated and worked closely with our IT department. Payment center users were able to access the menu bars at **9:43 AM EST**. We apologize for this inconvenience and appreciate your patience.

**Alert** 7:53 AM EST, 05/04/2017

**Issue: Navigation bar is missing within Payment Center**  
**Status: Unresolved**

We are aware that some users are unable to see the navigation bar in the Payment Center this morning. This issue has been escalated and we are working closely with our IT department for a speedy resolution. We apologize for this inconvenience and appreciate your patience as we work to resolve it. In the meantime, you can access the same features and services that you can in Payment Center, by logging into Sage Exchange. Simply login to Sageexchange.com and use your same Payment Center login credentials.

**Alert** 10:11 AM EST, 05/04/2017

**Issue: Navigation bar is missing within Payment Center**  
**Status: Resolved**

We became aware that users were unable to see the navigation bar in the Payment Center at **7:30 AM EST**. This issue was escalated and worked closely with our IT department. Payment center users were able to access the menu bars at **9:43 AM EST**. We apologize for this inconvenience and appreciate your patience.

**Alert** 7:53 AM EST, 05/04/2017

**Issue: Navigation bar is missing within Payment Center**  
**Status: Unresolved**

We are aware that some users are unable to see the navigation bar in the Payment Center this morning. This issue has been escalated and we are working closely with our IT department for a speedy resolution. We apologize for this inconvenience and appreciate your patience as we work to resolve it. In the meantime, you can access the same features and services that you can in Payment Center, by logging into Sage Exchange. Simply login to Sageexchange.com and use your same Payment Center login credentials.

**Maintenance** 2:33 PM EST, 4/20/2017

**Issue: Upcoming Scheduled System Maintenance**  
**Status: April 24, 2017 starting at 9:00am EST - 11:00 AM EST**

At Sage we are committed to regularly updating and improving your Sage service. To support our commitment to providing you with the best possible experience, we will be performing a series of scheduled gateway maintenance updates. We don't anticipate any interruption in service during these updates.

**Maintenance** *2:45PM EST, 3/20/2017*

**Issue: Upcoming Scheduled System Maintenance**  
**Status: April 24, 2017 9:00am EST - 11:00 AM EST**

At Sage we are committed to regularly updating and improving your Sage service. To support our commitment to providing you with the best possible experience, we will be performing a series of scheduled gateway maintenance updates. We don't anticipate any interruption in service during these updates.