

iPayments Common Errors

Troubleshooting

- Common errors / How to fix them
 - Email does not exist for DEPT
 - FAMIS screen 860 requires an email so notifications can be sent when iPayment transactions are made. Adding an email to this screen will resolve the issue
 - Users need to locate someone in their department with access to add the email to 860

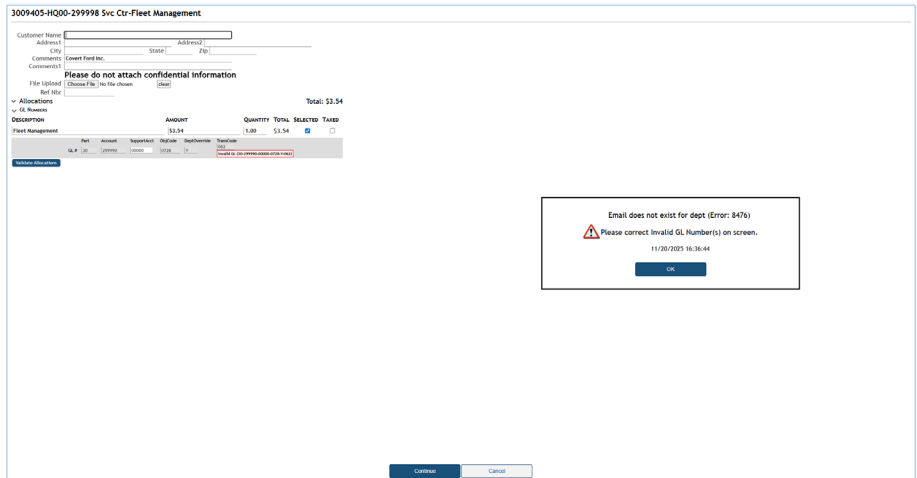
860 Department Table Maintenance 10/08/25 11:47
CC 30

Screen: Department: 09281 Sub Dept:

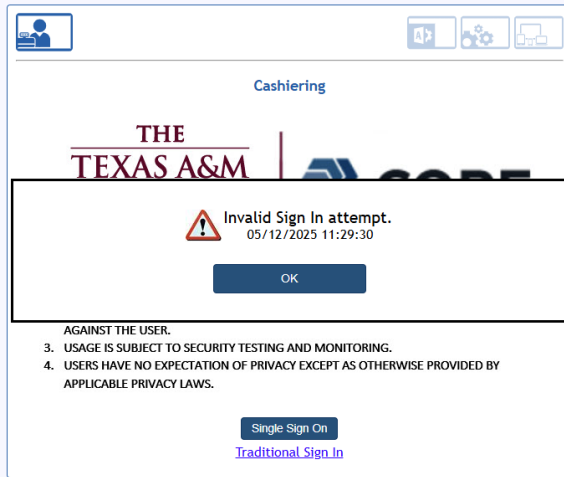
Dept Name: RECOVERY
 Head/Director ID: 601005857 HANSON, PAULA PH: 512-586-0194
 Alt APO ID: 830000656 HOLDREN, KARL PH: 512-424-2640
 Reporting ID:
 IPay IDT Email/ID:
 Mail Code: C1170 College Dept: Off Campus Flag: Y

Exec Level: RM Division: DF School/College:
 Building Campus: 00 Room: 999999 Group Cd:
 Building Number: 99999 Other Loc:

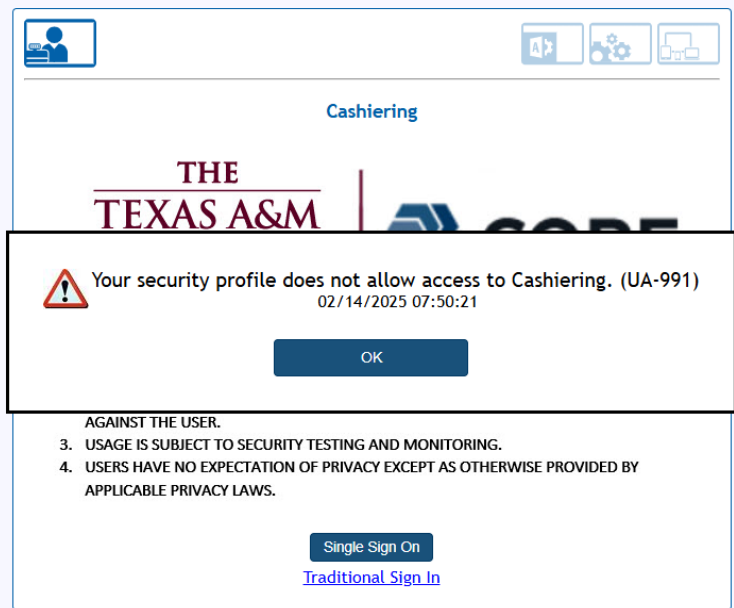
Budget Sort Dept Nbr: Approx. Inv. Count: FFX Cert. Month:
 Allow Flags: FRS: N EPA: Y DBR: DCR: FFX: Y TDP: B Purch: Y
 eProc: A eBill: eShip: eSufx: AK eDaPriv: Surplus:
 Maestro: Org Unit: 24402 Parent Dept: Center/Institute:
 Recovery Mail to Dept Head: USAS Cd:
 Other Part Nbr: Dept Office: 09281 General Comments: N
 Other Part Dept: Dept View: 09281V Hit <PF10>
 Other Part Sub Dept: Exec Office: FFX Comments: N
 Dept Expiration Date: Exec View: Hit <PF11>
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
 Hmenu Help EHelp Audit ADELg GenCm FFXCm



- Invalid Sign in Attempt
 - Users have either not logged in for an extended period or input their password incorrectly too many times
 - Users should contact IPAY@TAMU.EDU and we will reset their account



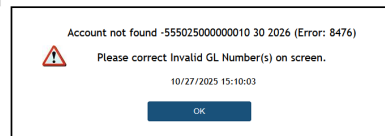
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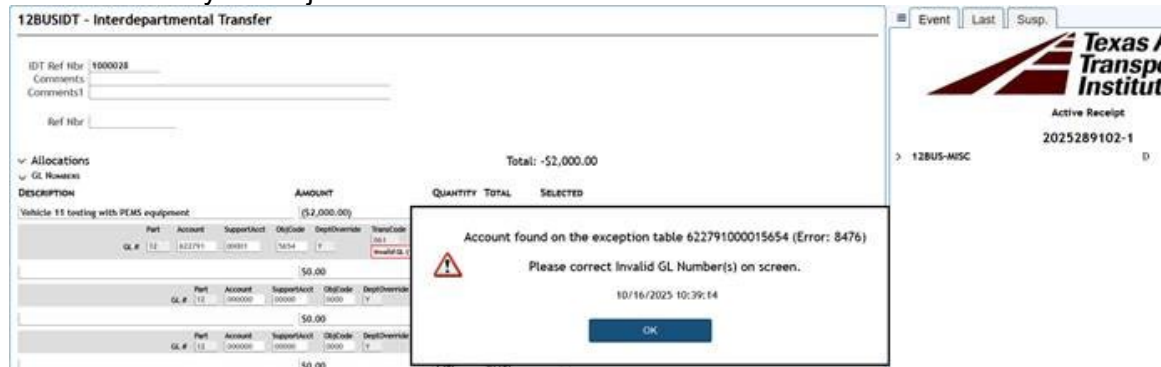
- Account not found (*account listed here*)
 - Incorrect account number / account does not exist in current Fiscal Year / users will need to ask customer for a valid account that exists

DESCRIPTION	AMOUNT	QUANTITY	TOTAL	SELECTED	TAXED
DR4572 HM Hurican Laura SMC	\$49.83	1.00	\$49.83	<input checked="" type="checkbox"/>	<input type="checkbox"/>

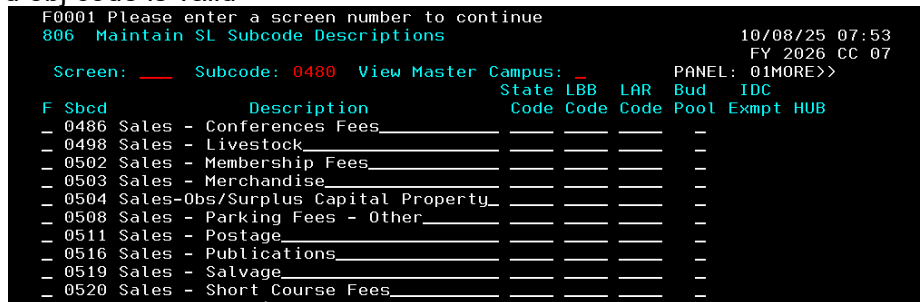


- Account found on the exception table

- This error is produced when a User is inputting a certain object code that is not allowed to be used. User should either contact IPAY@TAMU.EDU or research why the object code is not allowed



- File not posting to FAMIS but user was able to balance and close the file in iPay
 - User created an IDT but they did not follow Revenue to Expense account rules
 - The account is overbudget / user will need to contact the responsible accountant for the account and have flags lifted or find a new account
 - Bank attached to the ipay is not valid on the account in FAMIS / user can see these errors in Canopy / the bank will need to be added in FAMIS or the user must use a different account
 - If user is trying to create an IDT to a Student Organization, they must create an AR instead. IDTs are not allowed for SO's
- Object code (#####) not found in the GL/SL description table
 - Users should go to FAMIS screen 806 and research to confirm their required obj code is valid



- Obj code could have been valid in previous FY or system part but is no longer valid
- If the user confirms the obj code is valid, they can complete a [iPayment Request Form](#) and we will add the obj code

Subcode 5616 not valid on 434401-00001 due to Account Subcode Edits (Error: 8469)



Please correct Invalid GL Number(s) on screen.

08/06/2025 14:14:25

OK

- Invalid Data
 - This error is produced when the User does not attach any backup documentation for the file. The User will not be able to proceed unless they attach some form of backup

O2FISC-Misc

Customer Name _____
 Address1 _____ Address2 _____
 City _____ State _____ Zip _____
 Comments _____
 Comments1 _____

Please do not attach confidential information

* File Upload No file chosen
 Ref Nbr _____

∨ Allocations Total: \$74.00

∨ GL NUMBERS

DESCRIPTION	AMOUNT	QUANTITY	TOTAL	SELECTED	TAXED												
Lab testing for invoice G480668	\$74.00	1.00	\$74.00	<input checked="" type="checkbox"/>	<input type="checkbox"/>												
<table border="1"> <tr> <td>Part</td> <td>Account</td> <td>SupportAcct</td> <td>ObjCode</td> <td>DeptOverride</td> <td>TransCode</td> </tr> <tr> <td>GL # 02</td> <td>216860</td> <td>00000</td> <td>0603</td> <td>Y</td> <td>062</td> </tr> </table>	Part	Account	SupportAcct	ObjCode	DeptOverride	TransCode	GL # 02	216860	00000	0603	Y	062	\$0.00	1.00	\$0.00	<input type="checkbox"/>	<input type="checkbox"/>
Part	Account	SupportAcct	ObjCode	DeptOverride	TransCode												
GL # 02	216860	00000	0603	Y	062												
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Part	Account	SupportAcct	ObjCode	DeptOverride	TransCode												
GL # 02	000000	00000	0000	Y													

Invalid Data
 A file must be selected in order to continue.
 01/09/2026 12:37:27

- Regardless of Errors, user can always contact IPAY@TAMU.EDU for any questions they may have