

Surcharge (Accounting) - Fixed CardPointe Transaction Error when Postal Code is Missing (22364)

Last Modified on 09/17/2026 11:59 am PDT

When CardPointe surcharging is enabled and a credit card without a stored postal code is used, a "Surcharge Not Supported" error was occurring. This is a fairly rare situation but if this does occur, the system will now retry the transaction one time with the account's billing postal code.

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CURRENT		1-30 DAYS		31-60 DAYS		61-90 DAYS		91-120 DAYS		120+ DAYS		TOTAL	
257.38		396.89		1,645.13		1,037.26		0.00		0.00		3,336.66	
☐ Limit to open items STATEMENT INVOICE AUTO APPLY BALANCE WRITE OFF WALLET (3) / AUTO PAY MAX \$244 ? ✕ Search 🔍 ✕ ↺													
DATE	DUE DATE	PERIOD	SITE ID	TYPE		REFERENCE NO	AMOUNT	APPLIED AMOU...	BALANCE	RUNNING SUM			
09/17/26		2026-09		Payment - Visa - Credit Card		260640853876_PP...	(353.29)	20.29	(333.00)	3,336.66			
09/17/26	09/17/26	2026-09	59965001	Merchant Processing Fee		1014059	20.29	(20.29)		3,689.95			
08/20/26		2026-08		Payment - Visa - Credit Card		232105751622_PP...	(169.46)	169.46		3,669.66			
08/20/26		2026-08		Payment - Visa - Credit Card		232687151560_PP...	(1,588.49)	1,588.49		3,839.12			