

Credit card validation failed

You may receive this error message in the e-Power portal when trying to complete payment on the e-Power production Portal.

No credit card transactions can pass through in the VPOS (Payment Provider).

Possible cause:

- Configuration or commercial issue between Travel Agency and Payment Provider
- Migration of e-Power Portal to production has not been completed yet

Solution

1. Check if any credit card transactions can pass through in the VPOS (Payment Provider) on other portals.
2. If the VPOS is working successfully on other portals, contact your Amadeus Help Desk.