RAZORVISION

Weekly Application and Payment Report

[DLC-004] Production Maintenance   10/09/2025

Summary - Last 31 Days

Sep 9, 2025, 00:00:00 UTC to Oct 9, 2025, 00:00:00 UTC

Payment Success	Payment Error
18,869 events	**2,242** events
13,070 users	**1,892** users

Applications Submitted

Data from Gravity Forms (2025-10-02 to 2025-10-09)

Total Applications	From Store Kiosks
1,689 Last 7 days	**111**

First Time Applications	Returning Customers
760	**928**

Applications by State

State	Applications	Percentage
Nevada	940	55.7%
Idaho	246	14.6%
Utah	224	13.3%
Wisconsin	180	10.7%
Missouri	54	3.2%
Oklahoma	27	1.6%
Delaware	18	1.1%

Please Wait Submissions

Total Submissions	Server Errors	Complete
799	**52**	**746**
	Sometimes Tekambi have not created the customer yet and it tries again	
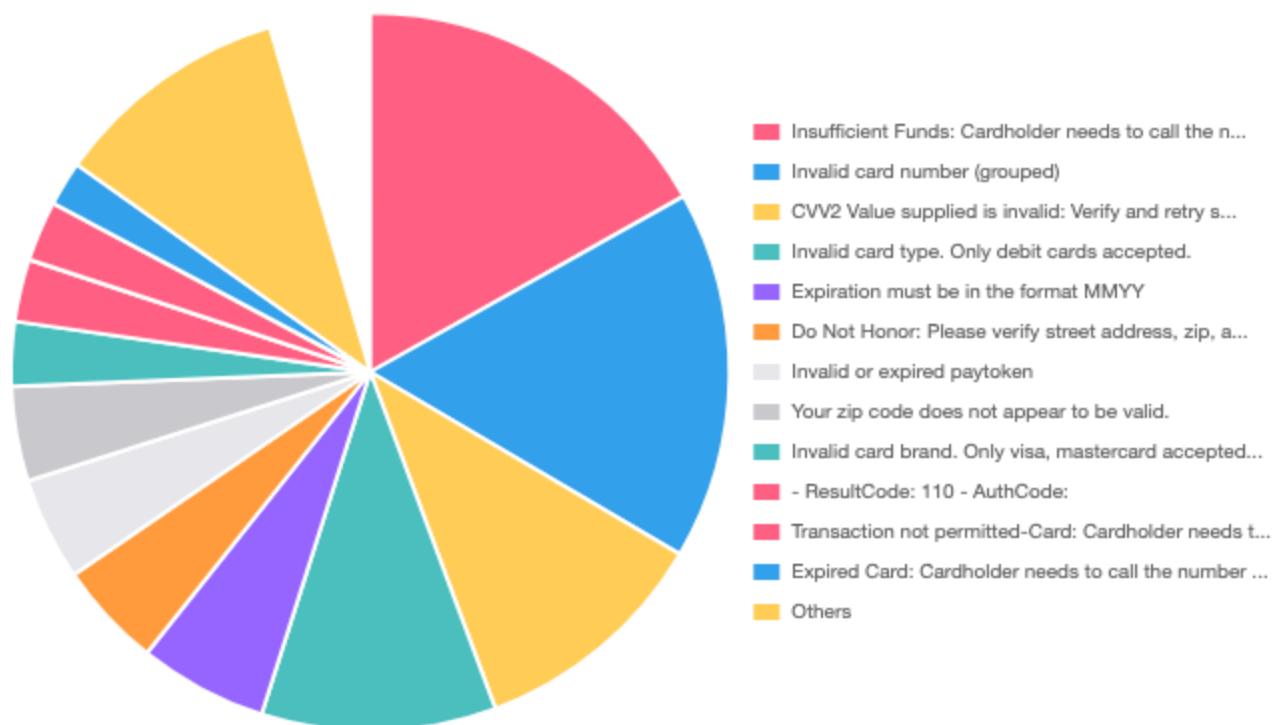
Other Actions
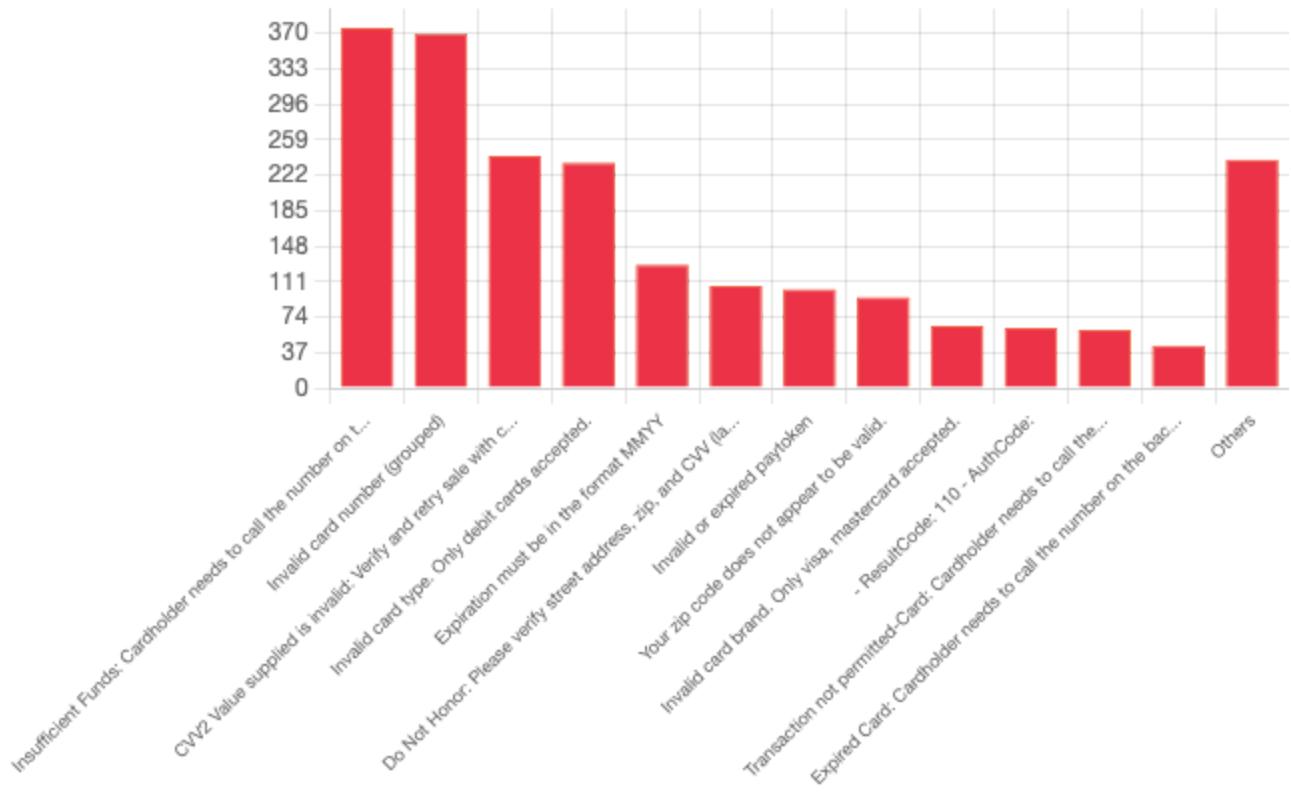
| Action	Total Submissions
Bank Verification	**513**
Documentation Upload (during application)	**177**
Upload Document (Authenticated member area customer)	**4,790**
Change password (Authenticated member area customer)	**21**
Login to the member area	**15,424**
Forgot password (Unauthenticated visitor - step 1)	**1,190**
Reset Password (Unauthenticated visitor - step 2)	**674**

Payment Errors Analysis

Issue #6722248692

Error Reasons Distribution

Legend:
- Insufficient Funds: Cardholder needs to call the n...
- Invalid card number (grouped)
- CVV2 Value supplied is invalid: Verify and retry s...
- Invalid card type. Only debit cards accepted.
- Expiration must be in the format MMYY
- Do Not Honor: Please verify street address, zip, a...
- Invalid or expired paytoken
- Your zip code does not appear to be valid.
- Invalid card brand. Only visa, mastercard accepted...
- - ResultCode: 110 - AuthCode:
- Transaction not permitted-Card: Cardholder needs t...
- Expired Card: Cardholder needs to call the number ...
- Others

Error Frequency by Reason

Detailed Breakdown
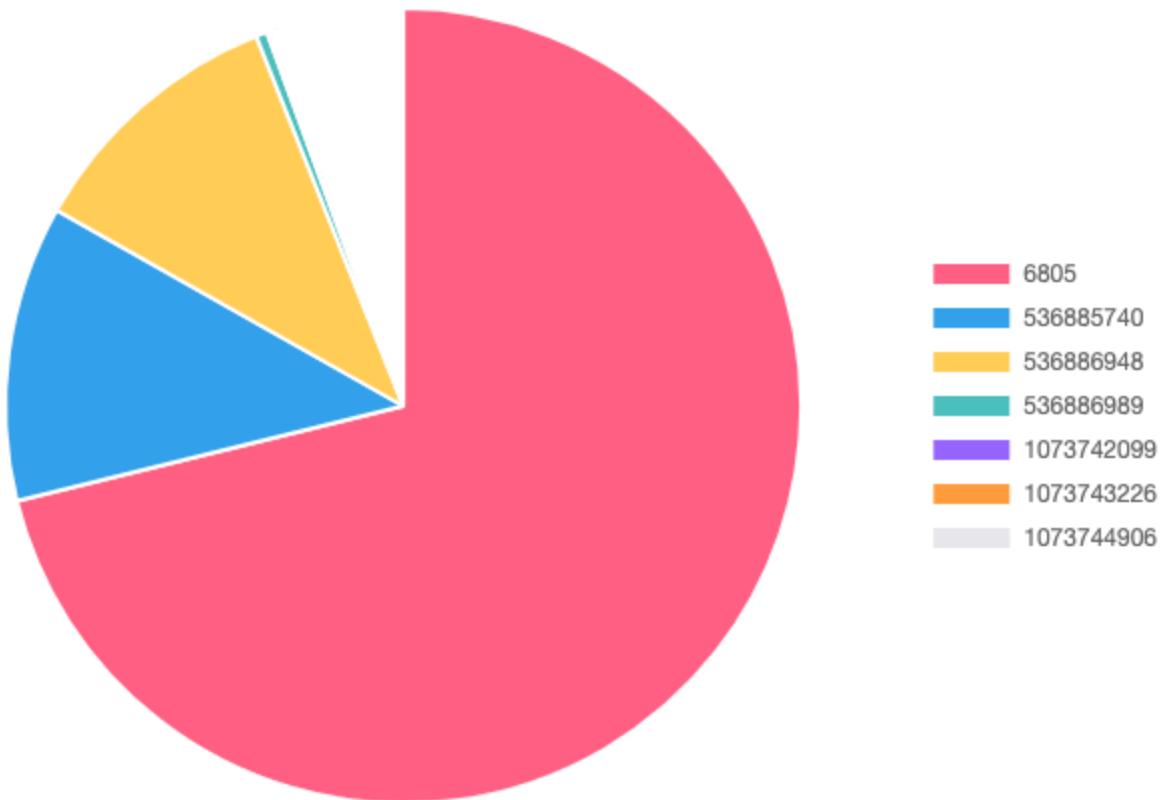
Payment Error Reason	Event Count	Unique Users	Percentage
Insufficient Funds: Cardholder needs to call the number on the back of the card and verify funds are available	396	343	17.66%
Invalid card number (grouped)	390	370	17.4%
CVV2 Value supplied is invalid: Verify and retry sale with correct CVV (last 3 numbers on the back of card)	255	245	11.37%
Invalid card type. Only debit cards accepted.	248	237	11.06%
Expiration must be in the format MMYY	136	135	6.07%
Do Not Honor: Please verify street address, zip, and CVV (last 3 digits on back of card) and retry transaction, after second decline cardholder needs to call the number on the back of the card	112	106	5%
Invalid or expired paytoken	109	108	4.86%
Your zip code does not appear to be valid.	100	95	4.46%
Invalid card brand. Only visa, mastercard accepted.	68	66	3.03%
- ResultCode: 110 - AuthCode:	66	41	2.94%
Transaction not permitted-Card: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	64	55	2.85%
Expired Card: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	47	46	2.1%
No account: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	37	36	1.65%
Exceeds withdrawal limit: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	37	28	1.65%
Transaction not permitted-Merchant: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	36	33	1.61%
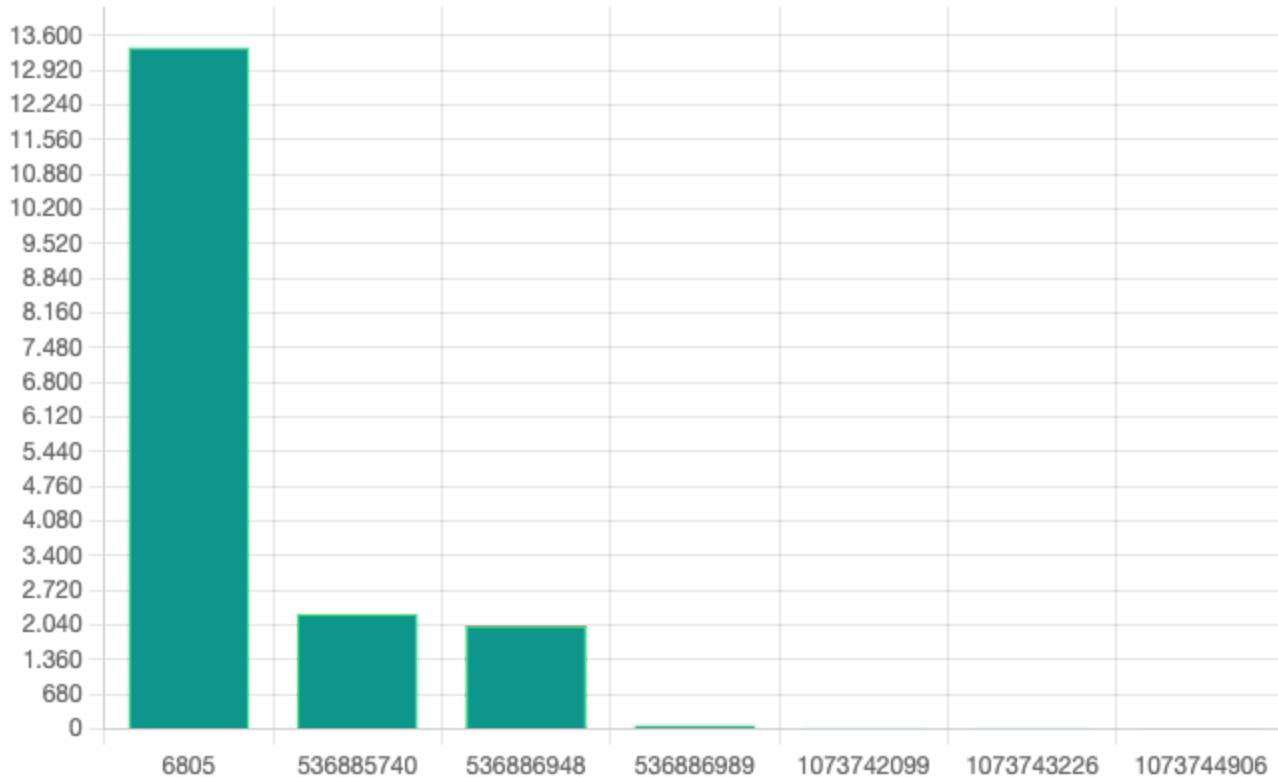
| Payment Error Reason	Event Count	Unique Users	Percentage
Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved - Account is closed - ResultCode: 12 - AuthCode: 46	**28**	**28**	1.25%
CVV Data is incorrect: Verify and retry sale with correct CVV (last 3 numbers on the back of card)	**17**	**13**	0.76%
Invalid service code, restricted: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**17**	**15**	0.76%
Invalid card number: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**15**	**12**	0.67%
cannot contain a valid card number	**12**	**12**	0.54%
Lost card, pick up (fraud account): Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**8**	**8**	0.36%
Stolen card, pick up (fraud account): Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**7**	**7**	0.31%
Issuer or switch is unavailable: Retry transaction	**6**	**6**	0.27%
General error: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**6**	**6**	0.27%
Call Customer Service 877-607-5468 - Verification error - ResultCode: 12 - AuthCode: EA	**5**	**5**	0.22%
No such issuer: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**5**	**5**	0.22%
Expiration date must be a future date of the format mmyy. - ResultCode: None - AuthCode:	**4**	**4**	0.18%
Call Customer Service 877-607-5468 - Invalid Merchant ID - ResultCode: 12 - AuthCode: 03	**3**	**2**	0.13%
Refer to issuer - special condition: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**3**	**3**	0.13%
Invalid transaction: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**2**	**2**	0.09%
- ResultCode: 106 - AuthCode:	**1**	**1**	0.04%
Security violation: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**1**	**1**	0.04%
PIN tried exceeded: Cardholder needs to call the number on the back of the card and ask the bank why the transaction was not approved	**1**	**1**	0.04%

Payment Success Analysis

Issue #6722249177

Merchant Distribution

Legend:
- 6805
- 536885740
- 536886948
- 536886989
- 1073742099
- 1073743226
- 1073744906

Success by Merchant

Merchant Breakdown

Merchant ID	Event Count	Unique Users	Percentage
6805	**14166**	**9458**	75.08%
536885740	**2395**	**1827**	12.69%
536886948	**2148**	**1768**	11.38%
536886989	**91**	**71**	0.48%
1073742099	**33**	**30**	0.17%
1073743226	**31**	**29**	0.16%
1073744906	**5**	**4**	0.03%