

## ERROR MESSAGES

<p><b><u>Connection must be open for this operation</u></b></p> <ul style="list-style-type: none"> <li>• Check internet connection</li> <li>• Google and Edge are the preferred web browsers.</li> <li>• Clear cookies and cache after each session</li> </ul>	<p><b><u>Company kind not authorized for web.</u></b></p> <ul style="list-style-type: none"> <li>• Corp/Entity is cancelled, dissolved, merged, or converted</li> </ul>
<p><b><u>Unable to process payment at this time</u></b></p> <ul style="list-style-type: none"> <li>• Do not use the following Special Characters: . , ' / &amp; # \$ -</li> <li>• Use no more than 22 characters in combined address lines 1 and 2.</li> <li>• Do not use Copy and Paste</li> <li>• Don't use autofill</li> <li>• Possibly the number of charges processed, and your financial institute thinks it's a duplicate charge.</li> <li>• Issue with Credit Card</li> <li>• Try Different Browser</li> <li>• Verify EIN is 9 digit; no dashes in EIN, ACH Routing or Account numbers</li> <li>• On payment page no more than 25 Character in the Name Fields</li> </ul>	<p><b><u>Object Reference</u></b></p> <ul style="list-style-type: none"> <li>• Clean cache/cookies</li> <li>• Copying &amp; pasting</li> <li>• Browser</li> <li>• Too many saved session for the Annual Report filing</li> </ul>
	<p><b><u>Duplicate payment</u></b></p> <ul style="list-style-type: none"> <li>• Foreign characters</li> <li>• Save session for AR and go back in For LLC, close out and try again</li> </ul>
	<p><b><u>Ach payment declined</u></b></p> <ul style="list-style-type: none"> <li>• not entering 9-digit routing number/must be US bank.</li> </ul>
<p><b><u>Payment services not available, try again later/ Service unavailable</u></b></p> <ul style="list-style-type: none"> <li>• Do not use the following Special Characters: . , ' / &amp; # \$ -</li> <li>• Trying to save and exit</li> <li>• Info on 2nd address line in payment screen</li> <li>• In care of c/o</li> <li>• Missing state in address in payment screen</li> <li>• Foreign Credit card</li> <li>• Save the session and try another Web Browser</li> </ul>	<p><b><u>Please contact system administrator</u></b></p> <ul style="list-style-type: none"> <li>• Dashes in credit card</li> <li>• Using \$</li> <li>• Special characters</li> <li>• Copy &amp; paste</li> <li>• Browser</li> <li>• Using multiple windows</li> <li>• Trying to use a Depository Account when there isn't one set-up</li> </ul>
<p><b><u>Input string is not in correct format.</u></b></p> <ul style="list-style-type: none"> <li>• Stock amendments filed after a saved session, need to start over- no saved session #</li> <li>• Do not use Copy and Paste</li> <li>• Don't use autofill</li> </ul>	<p><b><u>Not greater than 1</u></b></p> <ul style="list-style-type: none"> <li>• They entered # of Directors but did not click Director Info button</li> </ul>