

Additional and Final Alert Messages

Additional Message

The terminal displays an additional message on the screen when a transaction is either approved or declined. For example, in the below screenshot, **Communication Error** is an additional message that is displayed in the second line.



**Transaction
Declined**

Communication Error

Printing Please Wait

The receipts display the additional message as well. To show the additional message in merchant or customer receipt, call `setAdditionalStatusMessage()` before `printMerchantCopy` and `CustomDisplayFinalAlert`.

For more information on different additional messages displayed corresponding to a specific transaction status (approved/declined), refer to [Error Codes Guide](#).

Final Alert Message

The terminal displays a final alert message for a declined transaction. This message is displayed at the end of the transaction, after the terminal prompts for customer copy. The final alert does not include the additional message. Also, there is no final alert message for approved transactions.



**Transaction
Declined**

Communication Error



Note

The final alert message on the terminal screen is displayed in the card preferred language if SUPPORT_CARD_LANGUAGE_ENABLED in EMV_TERMINAL table is enabled and the CUSTOMER_ADD_STATUS_MESSAGE is stored in Journal DB.

Configuration

Terminal Table	Configuration Field Name	Description	Type	Default Value	Minimum (Length/Value)	Maximum (Length/Value)
Transactions State Table	ADD_STATUS_MESSAGE	Indicates additional status message	String	0		2000
Transactions State Table	CUSTOMER_ADD_STATUS_MESSAGE	Indicates Customer additional status message	String	0		2000
