ShopSite Knowledgebase

When credit card number is entered, customer gets an error that the number is invalid.

We have a customer who is trying to place an order. When the credit card number is entered it comes back and says it is an invalid credit card number - even though no real-time credit card processor is being used.
Solution ID: S02540
All major credit cards (MasterCard, Visa, AmEx, and Discover, etc.) all follow a specific format for all of the credit card numbers that they issue. ShopSite is designed to check the credit card numbers that are entered in by customers and make sure that they follow this format before they will accept the order. Have the customer make sure of their credit card number and try again. Also, if they choose VISA as their credit card of choice(accidently) and put in their Master Card number, it will give them this error.

https://support.shopsite.com/KBase/questions/1953/