



## Error Messages

Error ID	User Message	Technical
1	Password/Username Incorrect. Please remember that usernames and passwords are case-sensitive.	Sent by login screen when the username and/or the password are incorrect.
2	Access to page denied.	The user has attempted to access a page they don't have permission to access.
3	Transaction type [type] not supported. Please contact support.	Is returned by /console/vterm.php when an unknown transaction type (sale,credit,etc) is attempted.
4	Processing gateway currently offline. Please try back in a few moments.	Return by processing engine when the gateway cannot establish a connection with the processing backend.
5	Error in verification module [module]. Please contact support.	The given fraud module was did not load correctly. An upgrade may be in progress.
6	Merchant not found.	The system was not able to locate the requested merchant.
7	Merchant has been deactivated.	Merchant account has been marked as deactivate. Contact USAePay customer service.
8	Unable to retrieve current batch.	Failed to get the id of the current batch. Typically this indicates that the merchant account is not active or batches are out of sync. Verify all merchant account info provided to usaepay.
9	Unable To Create Transaction. Please Contact Support.	Internal database error, system may be in the process of failing over to backup database server. Retry transaction.
10	Unable To Allocate Transaction Slot. Please contact support.	Internal database error, system may be in the process of failing over to backup database server. Retry transaction.
11	Invalid Card Number (1)	The cardnumber contains illegal characters. A card number may only include numbers.
12	Card Number was not between 13 and 16 digits	Cardnumber was not between 13 and 16 digits
13	Invalid Card Number (3)	Cardnumber failed Luhn Mod-10 Checkdigit Method (ISO 2894/ANSI 4.13)
14	Invalid Credit Card Number (1)	Cardnumber passed length, format and checkdigit tests but didn't match any of the cardnumber profiles enabled in the system. Contact USAePay to verify support of cardtype.
15	Invalid expiration date. Must be in MMY format. (1)	Expiration contains invalid characters (nothing but numbers allowed)
16	Invalid expiration date. Must be in MMY format. (2)	Could not guess format of date. It wasn't MMY or MMYYYY or MMDDYYYY or even MMDDYY format.
17	Credit card has expired.	The credit card expiration date has passed.
18	Gateway temporarily offline. Please try again shortly.	Unable to contact processor backend. Failed bank link maybe in the process of coming back up. Retry transaction.
19	Gateway temporarily offline for maintenance. Please try again in a few minutes.	Processor backend is offline for maintenance. Retry transaction.
20	User not configured correctly, please contact support.	User not configured correctly. Remove the user and readd.
21	Invalid username.	The merchant didn't type in a valid username when adding a new user.
22	You do not have access to this page.	The user tried to access a page they don't have permission to access.
23	Specified source key not found.	The source key provided did not match any of the currently active keys.
24	Transaction already voided.	The transaction was already marked as voided and wasn't going to be settled anyway.



## Error Messages

Error ID	User Message	Technical
25	Unable to find transaction in batch.	The batchid on the transaction references a batch that doesn't exist. If there isn't a valid batch then trying to void a transaction isn't going to do much
26	The batch has already been closed. Please apply a credit instead.	The specified transaction has already been settled. Once a transaction has been sent in for settlement it can not be voided.
27	Gateway temporarily offline. Please try again shortly. (2)	Error communicating with the processing backend. Retry transaction.
28	Unable to verify source	VerifySource couldn't find the source or the source was disabled
29	Unable to generate security key.	VerifySource wasn't able to create a source on the fly. Trouble finding a key.
30	Source has been blocked from processing transactions.	Merchant has disabled the specified source key.
31	Duplicate transaction, wait at least [minutes] minutes before trying again.	The duplicate transaction fraud module detected a dupe.
32	The maximum order amount is \$[amount].	Fraud module response
33	The minimum order amount is \$[amount].	Fraud module response.
34	Your billing information does not match your credit card. Please check with your bank.	AVS Response fraud module blocked this transaction.
35	Unable to locate transaction	Was not able to find the requested transaction for voiding.
36	Gateway temporarily offline for maintenance. Please try again in a few minutes.	VeriCheck link has been brought down for maintenance. Retry transaction.
37	Customer Name not submitted.	Cardholder field was blank
38	Invalid Routing Number.	Check Routing number did not meet requirement of 9 digits
39	Invalid Checking Account Number.	Check Account number is not atleast 4 digits long
40	Merchant does not currently support check transactions.	The merchant doesn't have a valid tax id or password entered for check processing.
41	Check processing temporarily offline. Please try again shortly.	Internal system error encountered while communicating with check processor. Please contact USAePay support.
42	Temporarily unable to process transaction. Please try again shortly.	A corrupted response (unparsable) was received from vericheck
43	Transaction Requires Voice Authentication. Please Call-In.	Processor returned a referral.
44	Merchant not configured properly (CardAuth)	The merchant has payment authentication enabled but does not have a processorid/merchantid entered
45	Auth service unavailable.	Internal system error was encountered while connecting to authentication platform. Contact USAePay support.
46	Auth service unavailable (6).	A corrupted response was received from the authentication platform.
50	Invalid SSN.	Social Security number must be 9 digits.
70	Transaction exceeds maximum amount.	Transaction exceeds the maximum allowable amount of \$99,999.
71	Transaction out of balance.	Transaction does not add up correctly. subtotal + tip + tax + shipping - discount must equal the amount.
80	Transaction type not allowed from this source.	The requested command (sale, authonly, etc) was blocked by the merchant's source key. The command must be checked on source key settings screen to be accepted by the gateway.



## Error Messages

Error ID	User Message	Technical
81	Unable to apply changes, please retry.	Failed to commit changes to transaction. Possible locking or db syncing problem. Contact support.
82	Check transactions can not be voided.	Check transactions cannot be voided (canceled) due to the process flow of check transactions. Contact the check processing company or issue a reversal.
83	Transaction not approved	Only approved transactions may be voided
84	Pin code required for credit/void	The credit/void command requires that the source key be configured with a pin.
85	Invalid expiration date. Must be in MMY format. (3)	The month was not in the range of 1-12. This could be because the expiration was sent as YYMM. Valid expiration date must be sent as MMY
91	Card not accepted by merchant, please try a different card	Card Level result fraud module blocked this transaction.
92	Card not accepted by merchant, please try a different card	Bin Type Blocker fraud module blocked this transaction
93	Duplicate transaction in progress, please try again	A duplicate transaction is currently processing, if it approves folding will apply. Merchant should try the transaction again in a minute
101	The batch is in the process of closing.	Changes cannot be made to batch if its in the process of closing.
102	Transaction is not currently voided.	Transaction must be voided already to be unvoided.
103	Transaction has already been settled.	Changes cannot be made to a batch once it has been settled.
104	Transaction not a full sale in the current batch	Only full sales that are in the currently open batch can be queued.
105	Override not available for requested transaction.	Merchant requested a transaction override on a transaction that either does not support overrides or does not require an override.
106	Unable to create customer from requested transaction	System was unable to convert the requested tran into a customer. The original transaction data might not be sufficient.
107	Transaction type not supported	Only successful sales and credits can be used to create customers from.
108	Valid AuthCode required for PostAuth	A PostAuth (offline transaction) requires a valid authcode
109	Transaction not supported (debit)	Merchant does not have support for Debit cards. Contact customer service to enable processing of debit cards.
110	Invalid pin block	Blank or Invalid DUKPT block for pin debit transaction
111	Missing track data	Pin Debit transactions require the sending of track 2 mag data
112	Transaction not permitted	The merchant or user is not configured to process the requested transaction type.
113	Refund not permitted, original sale not found	The merchant is configured to only permit refunds when an offsetting sale is present. Refund was blocked because original transaction was not found.
114	Refund not permitted, amount exceeds original sale	The merchant is configured to only permit refunds when an offsetting sale is present. Refund was blocked because the amount requested for the refund exceeds the sale amount
115	Refund not permitted, original sale not settled	The merchant is configured to only permit refunds when an offsetting sale is present. Refund was blocked because original sale has not settled yet
116	Refund not permitted, original sale was authorized offline	The merchant is configured to only permit refunds when an offsetting sale is present. Refund was blocked because original sale was an offline authorization (postauth)



## Error Messages

Error ID	User Message	Technical
117	Transaction type is not voidable. Issue refund instead.	Transaction is of a type that is not voidable. This means that the transaction can't be canceled. The merchant should issue a refund transaction instead.
118	Funds can not be released for this transaction	The transaction type does not support releasing funds or the transaction has passed the time limit for releasing funds. Contact the card issuing bank for assistance releasing a hold on the customers card
119	Unable to create customer payment method from requested transaction	System was unable to convert the requested tran into a customer payment method. The original transaction data might not be sufficient.
120	Cardholder state or zipcode is required	To process transation, the billing state or zipcode is required.
200	Merchant does not currently support invoice transactions	The merchant is not configure to process invoice transactions
201	Requested payment method not found	The payment method specified was not valid.
202	Invalid payment method	Requested payment method does not support invoicing
203	Insufficient Funds	Transaction would exceed the maximum invoice balance
209	Unable to process transaction	Unexpected processor error occured.
300	Merchant does not currently support transaction type	The merchant is not configure to process stored value transactions
301	Requested payment method not found	The payment method specified was not valid.
302	Invalid payment method	Requested payment method does not support stored value transactions
303	Insufficient Funds	Transaction amount exceeds the available stored value balance
309	Unable to process transaction	Unexpected processor error occured.
400	Secure Vault Payments are not available	Merchant is not configured to accept secure vault payments. Contact customer support.
401	Selected bank is not available	The SVP Bank ID that was specified was not found in the list of valid financial institutions for selected merchants
402	Unable to retrieve list of banks.	An error occurred while trying to retrieve bank list from SVP.
451	Error communication with SVP processor	Expected data not present in SVP response
452	Unable to locate transaction	Unable to locate transaction for SVP
453	Incorrect transaction type	Specified transaction is not a secure vault payment
501	Ach transaction type [type] not allowed	Check processor returned error indicating that the merchant does not support the ACH transaction (file) type
502	Received error from check processor	Check processor returned unmapped error
503	Unable to pull tracking code. Transaction is not voidable.	Transaction identifier for transaction was not found.
504	Transaction is not voidable.	Transaction does not meet criteria set by check processor for a transaction that can be voided. For example, the original transaction was not approved.
505	Transaction has already been voided.	Transaction is already marked as voided
506	Check processing not setup correctly	Check processor rejected merchants credentials
507	User not authorized	Check proces reject the merchants username



## Error Messages

Error ID	User Message	Technical
508	Invalid Ach transaction type [type]	Check processor returned error indicating that the ACH transaction (file) type was invalid
509	Invalid routing number	The routing number entered was not found in the database of valid routing numbers
510	Insufficient Funds (RPS)	Check processor (RPS) has declined transaction due to previous return on account for insufficient funds
511	Duplicate Check (RPS)	Check processor (RPS) has declined transaction due to a duplicate check
512	Declined - Stop Payment (RPS)	Check processor (RPS) has declined transaction because a stop payment was issued by this account
513	Account Closed (RPS)	Check processor (RPS) has declined transaction because the account has been closed
514	Stolen/Forged Checks (RPS)	Check processor (RPS) has declined transaction because the account has reported stolen/forged checks
515	Transaction Declined (RPS)	Check processor (RPS) has declined transaction, no reason provided. Check with check processor for further details.
601	Invalid card reference token	The cardnumber field appears to be a card reference token but the token does not exist
602	Invalid card reference token (2)	The specified card reference token exists but the token is no longer valid
603	Failed to store card reference token	An error occurred while trying to store the card data. Try request again.
604	Invalid card lookup	A valid card lookup string was not provided
605	Card reference token not found	The lookup string did not match any credit card reference tokens
606	Unable to retrieve card reference token	An unexpected system error occurred. Please try request again.
2034	Your billing address does not match your credit card. Please check with your bank.	The AVS result received from the platform was blocked by the Merchants fraud preferences. Funds were not held for this transaction.
9001	Processor temporarily unavailable.	Processor returned an unexpected error. Contact support for assistance.
10001	Processing Error Please Try Again	Error from FDMS Nashville: Invalid Transaction Code
10003	Merchant does not accept this type of card (1)	Error from FDMS Nashville: Terminal ID not setup for settlement on this Card Type.
10004	Merchant does not accept this type of card (2)	Error from FDMS Nashville: Terminal ID not setup for authorization on this Card Type
10005	Invalid Card Expiration Date	Error from FDMS Nashville: Terminal ID not setup for settlement on this Card Type.
10006	Merchant does not accept this type of card (3)	Error from FDMS Nashville: Invalid Process Code, Authorization Type or Card Type.
10007	Invalid amount	Error from FDMS Nashville: Invalid Transaction or Other Dollar Amount.
10008	Processing Error Please Try Again (08)	Error from FDMS Nashville: Invalid Entry Mode.
10009	Processing Error Please Try Again (09)	Error from FDMS Nashville: Invalid Card Present Flag.
10010	Processing Error Please Try Again (10)	Error from FDMS Nashville: Invalid Customer Present Flag
10011	Processing Error Please Try Again (11)	Error from FDMS Nashville: Invalid Transaction Count Value.



## Error Messages

Error ID	User Message	Technical
10012	Processing Error Please Try Again (12)	Error from FDMS Nashville: Invalid Terminal Type.
10013	Processing Error Please Try Again (13)	Error from FDMS Nashville: Invalid Terminal Capability.
10014	Processing Error Please Try Again (14)	Error from FDMS Nashville: Invalid Source ID.
10015	Processing Error Please Try Again (15)	Error from FDMS Nashville: Invalid Summary ID.
10016	Processing Error Please Try Again (16)	Error from FDMS Nashville: Invalid Mag Strip Data.
10017	Invalid Invoice Number (17)	Error from FDMS Nashville: Invalid Invoice Number.
10018	Invalid Transaction Date or Time (18)	Error from FDMS Nashville: Invalid Transaction Date or Time.
10019	Processing Error Please Try Again (19)	Error from FDMS Nashville: Invalid bankcard merchant number in First Data database
10020	Processing Error Please Try Again (f20)	Error from FDMS Nashville: File Access Error in First Data database.
10026	Merchant has been deactivated (26)	Error from FDMS Nashville: Terminal flagged as Inactive in First Data database.
10027	Invalid Merchant Account (27)	Error from FDMS Nashville: Invalid Merchant/Terminal ID combination, verify numbers are accurate.
10030	Processing Error Please Try Again (30)	Error from FDMS Nashville: Unrecoverable database error from an authorization process (usually means the Merchant/Terminal ID was already in use).
10031	Processing Error Please Retry Transaction (31)	Error from FDMS Nashville: Database access lock encountered, retry transaction.
10033	Processing Error Please Try Again (33)	Error from FDMS Nashville: Database error in summary process, retry transaction.
10043	Sequence Error, Please Contact Support (43)	Error from FDMS Nashville: Transaction ID invalid, incorrect or out of sequence.
10051	Merchant has been deactivated (51)	Error from FDMS Nashville: Terminal flagged as not useable (violated) in First Data database, Call Customer Support.
10054	Merchant has not been setup correctly (54)	Error from FDMS Nashville: Terminal ID not set up on First Data database for leased line access.
10057	Merchant does not support this card type (57)	Error from FDMS Nashville: Terminal is not programmed for this service, Call Customer Support
10059	Processing Error Please Try Again (59)	Error from FDMS Nashville: Settle Trans for Summary ID where earlier Summary ID still open
10060	Invalid Account Number (60)	Error from FDMS Nashville: Invalid account number found by authorization process
10061	Processing Error Please Try Again (61)	Error from FDMS Nashville: Invalid settlement data found in summary process (trans level)
10062	Processing Error Please Try Again (62)	Error from FDMS Nashville: Invalid settlement data (i.e., 'future' date found, erroneous Pserve data found) (summary level)
10080	Processing Error Please Try Again (80)	Error from FDMS Nashville: Invalid Payment Service data found in summary process (trans level).
10098	Processing Error Please Try Again (98)	Error from FDMS Nashville: General System Error.
10099	Session timed out. Please re-login.	Session timed out, (checkout timeout setting).
10100	Your username has been locked for excessive login attempts.	The user failed login too many times. Their account has been locked for 60 minutes.



## Error Messages

Error ID	User Message	Technical
10101	Your username has been locked due to inactivity for 90 days. Please contact support to unlock your username.	PCI requires locking of accounts that have not been accessed in the past 90 days.
10102	Unable to open certificate.	Unable to load required certificate. Contact Support.
10103	Unable to read certificate.	Unable to load required certificate. Contact Support.
10104	Error reading certificate.	Unable to load required certificate. Contact support.
10105	Unable to find original transaction.	A capture or void operation was not able to locate the original transaction.
10106	You have tried too many card numbers, please contact merchant.	The transaction was blocked by the MultipleCardTries module.
10107	Invalid billing zipcode.	The ZipCodeVerification module was not able to locate the billing zipcode.
10108	Invalid shipping zipcode.	The ZipCodeValidation fraud module was not able to find module.
10109	Billing state does not match billing zipcode.	ZipCodeVerification database came up with a conflict
10110	Billing city does not match billing zipcode.	ZipCodeVerification database came up with a conflict
10111	Billing area code does not match billing zipcode.	ZipCodeVerification database came up with a conflict
10112	Shipping state does not match shipping zipcode.	ZipCodeVerification database came up with a conflict
10113	Shipping city does not match shipping zipcode.	ZipCodeVerification database came up with a conflict
10114	Shipping area code does not match shipping zipcode.	ZipCodeVerification database came up with a conflict
10115	Merchant does not accept transactions from [country].	IpCountry module blocked transaction
10116	Unable to verify card ID number.	CVV2, CID, etc result was blocked by CVVresponse fraud module.
10117	Transaction authentication required.	The merchant has set a pin for this transaction but the api did not receive a UMmd5hash. They need to either upgrade their software to send the hash or they need to remove the pin on the source.
10118	Transaction authentication failed	The UMmd5hash did not match the hash that was calculated for the transaction.
10119	Unable to parse mag stripe data.	Could not determine the mag data format that was sent in.
10120	Unable to locate valid installation. Please contact support.	A wireless transaction came in with an install id that wasn't found in the system.
10121	Wireless key disabled. Please contact support.	The install id submitted has been deleted/disabled.
10122	Wireless key mismatch.	The wireless key submitted does not correspond to the source id created for this installation.
10123	Success	Operation was successful.
10124	Unsupported transaction type. Only authonly, sales and voids may be captured.	An attempt was made to settle a transaction that can not be captured. This error will occur if you attempt to capture an echeck transaction.
10125	Original transaction not approved.	You are trying to capture (settle) a transaction that was declined or resulted in an error. You can only capture approved transactions.
10126	Transactions has already been settled.	You are trying to capture a transaction that has already been settled.
10127	Card Declined (F)	Hard decline from First Data.



## Error Messages

Error ID	User Message	Technical
10128	Processor Error ([response])	Unknown reponse code from First Data Nashville.
10129	Invalid transaction data.	PHP Library detected missing or invalid fields.
10130	Libary Error: CURL support not found	PHP Library was not able to find curl support. You must compile php with curl and openssl.
10131	Libary Error: Unable to initialize CURL	PHP Library was unable to initialize CURL. SSL support may be missing or incorrectly configured.
10132	Error reading from card processing gateway.	PHP Library was received a bad response from the gateway.
10133	Amount exceeds original transaction amount.	Credits processed by refnum can not exceed the dollar amount of the original transaction.
10134	Original transaction not an approved sale	Credits via refnum may only be applied against an approved sale. If the sale has been voided, the credit cannot be applied
10135	Unable to locate merchant	Unable to map to merchant's database. Unexpected error requiring support attention
10136	Original transaction not approved.	You are trying to run a quicksale/quickcredit on a transaction that was not approved. Only successful transactions may be used for quicksale/quickcredit
10137	Invalid transaction authorization information	The UMhash was not in the correct format. See the transaction api documentation for proper UMhash formatting
10138	Unsupported transaction authorization request	The hashing method indicator was not one that is supported currently. Please refer to the transaction API for the list of support hashing methods.
10139	Transaction declined (fp)	Transaction exceeds the threshold for fraud risk.
10140	Host blocked due to excessive authentication failures. Contact support.	Host has failed to login to many times and is blocked for 1 hour
10141	Specified currency does not match original transaction currency	Merchant tried to capture with a currency different than that of the original transaction or merchants domestic currency. You may not change the currency between the auth and settlement.
10142	Transaction Authorization has expired	The authorization has exceeded the allowed time configured by merchant.
10143	Invalid session key	The session key that was provided for the transaction is not valid. Only session keys generated by the gateway may be used.
10144	Invalid card data	Unable to decrypt card data. Contact integration support for assistance
10151	Insufficient funds	Card was approved for a partial amount but the client software did not indicate support for partial approval amounts
10160	You have tried this card too many times, please contact merchant.	The transaction was blocked by the MultipleCardTries module.
10204	Pickup Card (F04)	FDMS Hard Decline
10205	Do not Honor (F05)	FDMS Hard Decline
10212	Invalid Transaction (F12)	FDMS Hard Decline
10214	Invalid Account Number (F14)	FDMS Hard Decline
10215	Invalid Issuer (F15)	FDMS Hard Decline
10225	Unable to locate Record (F25)	FDMS Hard Decline
10251	Insufficient funds (F51)	FDMS Hard Decline
10255	Invalid Pin (F55)	FDMS Hard Decline
10257	Transaction not permitted (F57)	FDMS Hard Decline
10262	Restricted Card (F62)	FDMS Hard Decline
10265	Excess withdrawal count (F65)	FDMS Hard Decline





## Error Messages

Error ID	User Message	Technical
10275	Allowable number of pin tries exceeded (F75)	FDMS Hard Decline
10277	Previous messages data inconsistent (F77)	FDMS Hard Decline
10278	No checking account (F78)	FDMS Hard Decline
10279	Already reversed by switch (F79)	FDMS Hard Decline
10280	Invalid date (F80)	FDMS Hard Decline
10282	Incorrect CVV (F82)	FDMS Hard Decline
10284	Invalid Authorization life cycle (F84)	FDMS Hard Decline
10293	Transaction can not be completed, violation of law (F93)	FDMS Hard Decline
10297	Declined for CVV failure (F97)	FDMS Hard Decline
15000	Transaction Declined	Platform returned a decline code that did not map to a known decline code
15001	Invalid merchant platform settings	FDMS North merchant data is invalid or incomplete. Check merchant setup.
15002	Unable to load batch, please contact support	FDMS North batch closure issue, contact support.
15099	Unable to process transaction	FDMS North returned an unmapped error message
15100	Card Declined	FDMS North Hard Decline
18000	System error finding tickets	An error was encountered while searching tickets. Retryable.
18001	Ticket Not Found	TicketID did not match any tickets. Verify that the correct merchant is being used.
18002	Ticket has been cancelled	Ticket has been cancelled (transaction was voided or refunded).
18003	Ticket already checked in	Ticket has been checked in already.
18004	Error checking in ticket	An error was encountered while checking in ticket
18005	Invalid EventID	EventID was not properly formatted
18006	Invalid EventID	EventID does not belong to the merchant
18007	EventID not specified	The required parameter EventID was not present
18008	Event not found	EventID was not found.
18009	TicketID not specified	The required parameter TicketID was not present
18010	No tickets found	No tickets found for event
19000	Unable to save application.	Database fault saving application, try again or contact support.
19001	The field '[field]' is required.	A required field was left blank.
19002	Requested application not found.	The requested application ID could not be found. (Or the application ID does not match the reseller specified by the key)
19003	Requested merchant not found.	The requested Merchant ID could not be found. (Or the Merchant is not assigned with the reseller specified by the key)
19004	Unable to save merchant. Contact support.	A database fault occurred. Try again or contact support.
19005	Requested merchant was deleted and is no longer active.	Requested merchant has already been deleted.
19006	Invalid search criteria.	Improperly constructed search criteria. Either a field was not allowed or the type was not valid.
19010	Invalid [date] date.	Date should be in YYYY-MM-DD format
19011	Start date not before end date	Invalid start and end dates. The start date must occur before the end date.
19012	Unable to perform currency conversion: [reason]	Contact customer service for more information on error.
19013	Currency is not supported by merchant	Currency is not supported by merchant



## Error Messages

Error ID	User Message	Technical
19014	Email address '[field]' not valid	The email address entered was not a valid email address. Check formatting.
19015	Email address '[field]' not valid	DNS verification of email address failed. Double check the domain name.
19016	Requested credit card platform not supported	The CreditCardPlatform was not found in the list of supported platforms
19017	Requested credit card industry not supported	The CreditCardIndustry was not found in the list of supported industry types
19018	Requested electronic check platform not supported	The eCheckPlatform was not found in the list of supported platforms
19019	Requested check platform not supported	The eCheckPlatform was not found in the list of supported platforms.
19020	Billing package not found.	Specified billing package was not found. Double check the list of valid billing package names.
19021	Permission denied	Reseller does not have permissions to perform the requested action. Please contact reseller support to enable the requested feature.
19022	Permission denied	Source key does not have permission to run the requested method. Merchant must edit their source key settings.
19031	Application has already been activated	Application has already been activated
19032	Merchant creation failed	An internal system error prevented the merchant account from being activated. Please try again or contact support.
20001	Specified transactions was not found.	RefNum didn't match any of the merchants transactions.
20002	Invalid Security Token.	Unable to parse the security token. Check the documentation for correct formatting
20003	SSL Certificate Does Not Match Source	The client SSL certificate must be a valid USAePay signed certificate and it must match the source key for which it was originally generated. Merchant should download the certificate again.
20004	Invalid search parameter.	Message requires a properly formatted search parameter. See documentation.
20005	Host does not have authorization to use this Source.	The sourcekey has ip restrictions turned on. The host connecting to system is not on the list of allowed ips.
20006	Specified Hash type not supported.	An unknown hashing algorithm was specified in the PinHash portion of the security token. Currently only "md5" and "sha1" are supported.
20007	A pin is required to use this source key.	The source key specified requires a pin for use. You must submit the PinHash component of the security token.
20008	Unable to validate request. Check pin and try again.	The HashValue does not match check against the pin on file. Make sure the user entered the correct pin. If the correct pin is being used, double check that you are concatenating the source key, the seed and the pin with out any spaces or other characters inbetween.
20009	Unable to perform requested action	An internal database error occurred. Contact support for more information.
20010	Requested functionality requires the use of PIN for security purposes.	Functions dealing with sensitive information must be validated using a pin. The source key used does not have a pin set. The merchant must update the source key to include a pin before accessing this function.
20011	Invalid search field '[field]'	The specified field is not in the list of fields that can be searched on.
20012	Batch Upload not found	The referenced batch upload was not found. Double check the value submitted for BatchNum.



## Error Messages

Error ID	User Message	Technical
20013	Batch Upload already completed	The batch has already completed. You can't change the status of a batch that has complete
20014	Unsupported file format.	Supported file formats are csv,tab and xml.
20015	Unsupported encoding method.	Supported file encodin gs are 7bit, base64, uuencode.
20016	File data missing.	No data was found in the data variable.
20017	Unable to decode data	Unable to decode upload data using the specified encoding method.
20018	Missing field list	No fields were listed.
20019	Unknown command	Requested command was not a valid command
20020	Unknown field '[field]'	Listed field was not found a valid transaction field
20021	Line [linenum] incorrectly formatted.	Every row in the upload field must contain every field listed in the fields argument. The field may be left blank if its not used.
20022	Duplicate batch detected.	Over 25% of the transactions are duplicates. The batch has been blocked as a duplicate batch. This can be overridden using the Override Duplicates option.
20023	Another batch is already running.	To prevent a batch from being double submitted, the system only allows one batch to be queued up at a time. Please resubmit the batch after the currently running batch has been completed.
20024	Invalid command '[command]' on line '[linenum]'	Invalid transaction command was specified in the upload file. Valid commands are sale, authonly, credit and check.
20025	Unable to save batch upload	Unable to save batch upload. Try again shortly.
20026	Positive dollar amount required	A positive dollar amount required.
20027	Unknown comparison type [type]	The supported comparison types are eq, dneq, gt,lt, gte,lte, contains and dcontain. Make sure you are using one of these
20028	Requested report not found	Specified report was not located in the system
20029	Unable able to retrieve requested report	Internal error generating report, contact support
20030	Requested receipt not found	The receipt request was not found in the system. Double check the ID or name and try again
20031	Invalid content type	ContentType must be either Text, HTML or Both
20032	Invalid receipt target	Receipt Target must be either Email or Print
20033	Receipt name already used	Receipt template names must be unique
20034	Error pulling receipt templates	Internal server error pulling list of receipts, wait and try again or contact support
20035	Merchant does not have fraud profiling enabled	Merchant does not have transaction fraud profiling service enabled
20036	API type not permitted	Source key is not configured to accept transactions via this api
21001	Path not found	Requested API path does not exist
21002	API authentication failed	The API authentication failed because the hash/sig did not match
21100	There are no POS devices associated with this source key	No devices have been regesitered to this source key yet. Register a device and try again
21101	POS device offline	The POS device associated with this source key is not currently connected to the system. Try rebooting.
21102	Error communicating with POS device	There was an issue communicating with the pos device. Try resetting the pos device.
21103	Check RequestID required	Action requires a valid requestid
21104	Checkout request not found	No checkout request matched the specified requestid
21105	Check out can no longer be updated	The check out has progressed too far to be update
21106	Transaction already processed, amount can't be updated	The transaction has already processed. To change the amount run an adjustment



## Error Messages

Error ID	User Message	Technical
30001	Merchant does not accept card type	CardType Fraud Module: The credit card number submitted was not on the list of accepted types.
30002	Card issuer blocked, please try a different card	BinRanges Fraud Module: The merchant has configured the BinRanges fraud module to block this credit card bin (first 6 digits of card number)
30003	Merchant does not accept card type	The merchant is configured to only accept debit cards. The credit card number submitted was not a debit card
30004	Merchant does not accept this card, try a different card	The card number was blocked because it was on either the merchant's or the universal block list. The error is generated by the CreditCardBlocker fraud module
40002	Account configuration error	Request for non existant platform id.
40003	Error communicating with processor	Request for non existant command.
40004	Error communicating with processor	Backend was unable to load the requested command.
40006	Processor temporarily unavailable	Connection called before it was initialized
40007	Processor temporarily unavailable	Connection to processor failed.
40008	Processor temporarily unavailable	All connections to processor are flagged as down.
40009	Unable to load transaction	The backend was unable to pull transaction data. Its possible a database failover is occurring. Please retry transaction.
40010	Transaction has already been processed.	The transaction has a status indicating that it has already been processed.
40011	Transaction exceeds maximum amount	
40012	Failed to validate merchant id.	
40013	Unable to load merchant.	
40014	Merchant not configured correctly.	
40015	Unable to load batch.	
40016	Unable to load transaction data.	
40017	Invalid transaction amount.	
40018	Error communicating with processor.	Blank response from processor link subsystem
40020	Unable to pull transactions	
40021	Batch is empty	
40022	Error sending transaction detail record	
40023	Batch has already been closed	
40024	Transaction has already been settled	
40025	Transaction has not been previously authorized	
40026	Batch is already in the process of closing	Batch is already locked for closing. Usually this means that the batch is in the process of closing. If the batch stays locked for more than a few minutes, there may have been a problem closing the batch. Please check the batch status for more details or contact support.
40027	Unable to find requested batch.	No batches matched the requested batchnum
40028	Error closing batch	Backend returned error
40029	Invalid field name.	An invalid field was passed in the search array. Check documentation for list of valid field names
40030	Customer Not Found	Requested customer number not found.
40031	Error saving customer	A database fault was encountered while saving customer record. Try operation again or contact support.



## Error Messages

Error ID	User Message	Technical
40032	Unable to parse date	Improperly formatted date. Date must be formatted YYYY-MM-DD HH:MM:SS.
40033	Username and/or Password Incorrect	
40034	Invalid merchant	
40035	Only a master account can lookup cardnumbers	
40036	Merchant Industry not supported.	The merchant is configured for an industry that is not supported on the processing platform they are using. Contact customer service for assistance
40201	Incorrect transaction type	Check processing was requested on a transaction that is not an echeck.
40400	Invalid Billing Amount	A recurring charge must be atleast 0.01 and no larger than 99,999.99
40401	Unable to parse customer update data.	The customer object was not able to parse the update data. Make sure you are passing an array where the array keys are the name of a field and values are the new value being set.
40402	Unknown field [field]	The specified field was not a valid customer field. Check the documentation for a list of valid customer fields.
40403	Next billing date [date] is in the past	The next billing date must not be in the past
40404	Unable to parse custom data	Custom data must be sent as anarray, even if saving a single value.
40405	Invalid schedule	Invalid schedule specified. Check documentation for a list of valid schedule designations.
40406	Invalid customer data object	Check the soap documentation for the fields required to make a valid customer object
40407	Invalid payment method object	Check the soap documentation for the fields required to make a valid payment method object.
40408	Payment details missing	Customer payment method must have either credit card data or check data filled in. Payment method can not be created without one or the other.
40409	System temporarily unavailable	Unable to load required resources to store transaction record. Retry transaction.
40410	Invalid check format specified	Check format must be a valid 3 character format code or be left blank
40411	Payment method is not a check	Account Type and Check Format may only be set on payment methods that are check. The default payment method is not a check.
40412	Invalid account type specified	Either Checking or Savings account must be specified
40451	Unable to load customer payment method	There was a problem parsing the credentials require to load a customer payment method object. Contact customer service.
40452	Invalid expiration date	Credit Card expiration date was not valid. Error occurs when saving a customer payment method.
40453	Unable to locate requested payment method.	The system was unable to load the requested payment method. Most likely the method was deleted by another processes.
40454	Unable to load payment method.	The system was unable to load the requested payment method. Possible corruption issue. If possible, delete the method and resave. Otherwise, contact customer service.
40455	Error storing payment method record.	The system was unable to store the payment method. Could be a temporary system issue. Try resaving payment method.
40456	Error storing payment method record.	The system was unable to store the payment method. Most likely cause is that the payment method no longer exists. Check that the payment method has not been deleted by another process.
40457	No payment methods available	The customer does not have any payment methods entered.



## Error Messages

Error ID	User Message	Technical
40458	Command type not supported by Payment Method	The requested command is not supported by the specified payment method. (ie a Check:Sale was requested but the specified payment method was a credit card). Try leaving command or payment method id blank.";
40459	Payment method not added because verification returned a [response]:[errorcode]:[reason]	Payment method not added to customer because the credit card data did not return an approval when running an authorization. This error can be bypassed by setting the Verify parameter to false.
40460	Payment method not updated because verification returned a [response]:[errorcode]:[reason]	Customer payment method not updated because the credit card data did not return an approval when running an authorization. This error can be bypassed by setting the Verify parameter to false.
40470	No custom fields defined	Merchant has not setup any custom fields
41001	Unable to create product database	Merchant may not be configured for the product database feature. Check merchant plan.
41002	Product Not Found	Product specified by ProductRefNum was not found
41003	Error saving product	A database fault was encountered while saving product record. Try operation again or contact support.
41004	Unknown object	The specified ObjectName was not recognized. Consult documentation for list of valid object names.
41005	Failed to delete product	A database fault was encountered while deleting product record. Try operation again or contact support.
41006	Product Category Not Found	Specified ProductCategoryRefNum was not found
41007	Error saving product category	System was unable to store product category. Try request again.
41008	Failed to delete product category	System was unable to delete product category. Try request again.
41009	Failed to retrieve product categories	System was unable to retrieve product categories. Try request again.
41010	Failed to retrieve product inventory locations	System was unable to retrieve product inventory locations. Try request again.
41011	Product Inventory Location not found	Specified inventory location not found
48000	VPAS auth failed	
50001	Error - Call Issuing Bank (T01)	Tsys Error Code 01
50002	Error - Call Issuing Bank Special Conditions (T02)	Tsys Error Code 02
50003	Invalid Terminal ID / Merchant ID (T03)	Tsys Error Code 03
50004	Hold Call - Pick up Card (T04)	Tsys Error Code 04
50005	Declined Do Not Honor Card (T05)	Tsys Decline Code 05
50006	Tsys General Error XXXX (T06)	Tsys Error Code 06
50007	Hold Call - Pick up Card Special (T07)	Tsys Error Code 07
50012	Error - Invalid Transaction (T12)	Tsys Error Code 12
50013	Invalid Transaction Amount (T13)	Tsys Error Code 13
50014	Error - Invalid Card Number (T14)	Tsys Error Code 14
50015	No Such Issuer Exists (T15)	Tsys Error Code 15
50019	Please Re-try Transaction (T19)	Tsys Error Code 19
50021	No Action Taken - Unable to Back Out Transaction (T21)	Tsys Error Code 21
50028	No Reply - File is Unavailable (T28)	Tsys Error Code 28
50039	No Credit Card Account Found (T39)	Tsys Decline Code 39
50041	Hold Card - Lost Card (T41)	Tsys Error Code 41



## Error Messages

Error ID	User Message	Technical
50043	Hold Card - Stolen Card (T43)	Tsys Error Code 43
50051	Insufficient Funds on Card (T51)	Tsys Decline Code 51
50052	No Checking Account Found (T52)	Tsys Decline Code 52
50053	No Savings Account Found (T53)	Tsys Decline Code 53
50054	Exdpired Card (T54)	Tsys Error Code 54
50055	Incorrect PIN (T55)	Tsys Error Code 55
50057	Transaction is Not Permitted (T57)	Tsys Decline Code 57
50058	Transaction is Not Permitted (T58)	Tsys Decline Code 58
50061	Exceeds Withdrawl Limit (T61)	Tsys Decline Code 61
50062	Invalid Service Code (T62)	Tsys Decline Code 62
50063	Security Violation (T63)	Tsys Error Code 63
50065	Activity Limit Exceeded (T65)	Tsys Decline Code 65
50075	PIN Tries Exceeded (T75)	Tsys Decline Code 75
50076	Unable to Reverse, No Match Found (T76)	Tsys Error Code 76
50077	No Action - Invalid Data Sent (T77)	Tsys Error Code 77
50078	No Account for Processing (T78)	Tsys Error Code 78
50079	Already Reserved (T79)	Tsys Error Code 79
50080	Invalid Date (T80)	Tsys Error Code 80
50081	Cryptographic Error (T81)	Tsys Error Code 81
50082	Error - Cash Back Limit Exceeded (T82)	Tsys Error Code 82
50083	Can't Verify PIN (T83)	Tsys Error Code 83
50085	Card OK - No Reason to decline (T85)	Tsys Approval Code 85
50086	Can't Verify PIN (T86)	Tsys Error Code 86
50091	No Reply - Issuer or Switch Unavailable (T91)	Tsys Error Code 91
50092	Invalid Routing to Account (T92)	Tsys Error Code 92
50093	Violation Cannot Complete (T93)	Tsys Decline Code 93
50094	Duplicate Trans. Unable to Locate (T94)	Tsys Decline Code 94
50096	Tsys Processor Down Temporarily, Please Retry (T96)	Tsys Error Code 96
50127	Card Declined (T)	Hard decline from Tsys
50128	Processor Error ([response])	Unknown response code from Tsys
56786	Card Type Verification Error (T CV)	Tsys response code CV: card type verification error
56965	Error - Account Length Error (TEA)	Tsys Error Code EA
56966	Error - Digit Check Verification Error (TEB)	Tsys Error Code EB
56967	Error - Card ID Format Error (TEC)	Tsys Error Code EC
57286	Invalid Merchant Account Configuration (T HV)	Tsys response code HV: Hierarchy Verification Error
57851	Error - Cash Back Not Allowed (TN3)	Tsys Error Code N3
57852	Insufficient Funds on Card (TN4)	Tsys Decline Code N4
57855	Invalid CVV2 Number (TN7)	Tsys Decline Code N7
58248	Customer Requested Stop on Recurring (TR0)	Tsys Decline Code R0
58249	Customer Requested Stop on Recurring (TR1)	Tsys Decline Code R1



## Error Messages

Error ID	User Message	Technical
58448	Check is OK but Can't Be Converted (TT0)	Tsys Decline Code T0
58449	Check of OK but Can't Be Converted (TT1)	Tsys Decline Code T1
58450	Invalid Routing Number (TT2)	Tsys Error Code T2
58451	Amount Exceeds Customer's Balance (TT3)	Tsys Decline Code T3
58452	Unpaid Items on Customers Account (TT4)	Tsys Decline Code T4
58453	Duplicate Check Number Detected (TT5)	Tsys Decline Code T5
58454	MICR Error (TT6)	Tsys Error Code T6
58455	Too Many Checks Over Customer or Merchant Limit (TT7)	Tsys Error Code T7
59001	Invalid merchant platform settings (TSYS)	The merchant platform information for TSYS contains missing or invalid information. Contact customer service to correct.
59002	Error communicating with processor, please retry	Connection was dropped will communicating with Tsys
64000	Unable to process transaction	Vantiv returned an unmapped error message
64001	All available authorizers down	Vantiv returned code 1, auth down - defined as D by Vantiv
64124	Error: Invalid merchant ID	Vantiv returned code 124, merchant ID error - call
64138	Card not allowed	Vantiv returned code 138, payment type not found in table
64601	Refer to card issuer	Vantiv returned code 601, call operator
64603	Invalid merchant ID	Vantiv returned code 603, inv merchant
64604	Pick up card	Vantiv returned code 604, pick up card
64605	Do not honor	Vantiv returned code 605, trans denied
64606	One or more errors in message	Vantiv returned code 606, trans denied
64607	Pick up card	Vantiv returned code 607, pick up card
64612	Invalid transaction	Vantiv returned code 612, invalid transaction
64613	Invalid dollar amount	Vantiv returned code 613, invalid dollar amount
64614	Invalid cardholder account	Vantiv returned code 614, trans denied
64615	Invalid issuer	Vantiv returned code 615, invalid issuer
64619	Re-enter transaction	Vantiv returned code 619, re-enter transaction
64625	Unable to locate record	Vantiv returned code 625, unable to locate record in file
64627	File update field edit error	Vantiv returned code 627, File update field edit error
64628	File is unavailable	Vantiv returned code 628, File is unavailable
64630	Format error	Vantiv returned code 630, format error
64639	No credit account	Vantiv returned code 639, trans denied
64640	Requested function is not available	Vantiv returned code 640, function not avail
64641	Lost card - pick up card	Vantiv returned code 641, lost card
64643	Pick up card	Vantiv returned code 643, stolen card - pick up
64651	Insufficient funds	Vantiv returned code 651, trans denied
64652	No checking account	Vantiv returned code 652, trans denied
64654	Expired card	Vantiv returned code 654, card expired
64655	Incorrect PIN	Vantiv returned code 643, invalid pin
64657	Transaction not allowed	Vantiv returned code 657, transaction not allowed to cardholder
64658	Transaction not allowed	Vantiv returned code 658, transaction not allowed to terminal
64661	Purchase limit exceeded	Vantiv returned code 661, maximum amount exceeded
64662	Restricted card	Vantiv returned code 662, trans denied
64663	Security violation	Vantiv returned code 663, security violation





## Error Messages

Error ID	User Message	Technical
64665	Account activity limit exceeded	Vantiv returned code 665, trans denied
64668	Response recieved late	Vantiv returned code 668, response late
64675	Exceeded PIN tries	Vantiv returned code 675, exceeded pin tries - no capture
64676	Invalid/non-existent "to" account specified	Vantiv returned code 676, bad "to" account
64677	Invalid/non-existent "from" account specified	Vantiv returned code 677, bad "from" account
64678	Invalid non-existent account specified	Vantiv returned code 678, Invalid non-existent account specified (general)
64691	Issuer/switch inoperative	Vantiv returned code 691, auth down
64692	Unable to route transaction	Vantiv returned code 692, auth down
64694	Duplicate transmission detected	Vantiv returned code 694, duplicate trans
64696	System malfunction	Vantiv returned code 696, auth down
64697	Transaction did not contain CVV2 data - retry	Vantiv returned code 697, CVV2 data missing
64701	Honor with identification	Vantiv returned code 701, honor w/id
64702	Declined	Vantiv returned code 702, declined by issuer
64712	Network unavailable - please wait	Vantiv returned code 712, network not available
64757	Declined	Vantiv returned code 757, transaction not permitted to issuer/cardholder
64763	Security violation	Vantiv returned code 763, security violation
65000	Unable to process transaction	Paymentech returned an unmapped error.
65165	Cardholder Authentication Missing	UCAF Data was indicated but not supplied
65200	Card Declined (P)	Hard decline from Paymentech
65201	Transaction Requires Voice Authentication. Please Call-In. (P)	Authorizer needs more information for approval.
65202	Card Declined - Hold Card, Call	Hold Card from Paymentech
65203	Transaction Requires Voice Authentication. Please Call-In. (P2)	Authorizer didn't respond within allotted time.
65204	Invalid Account/Card Number. (P204)	Paymentech Error: Account #/mag stripe is invalid.
65205	Invalid Expiration Date. (P205)	Expiration date is either incorrect format or prior to today.
65206	Invalid International Control Account number. (P206)	Paymentech Error: Invalid International Control Account number.
65207	Invalid American Banking Association number. (P207)	Paymentech Error: Invalid American Banking Association number.
65208	Invalid Personal ID Number [PIN] Entered. (P208)	Paymentech Error: The Personal ID Number for a debit transaction is incorrect.
65209	Invalid Bank MID (P209)	Paymentech Error: The Bank Merchant ID is incorrect.
65210	Invalid Term No. / merchant ID not valid. (P210)	Paymentech Error: The merchant ID is not valid or active.
65211	Invalid Dollar Amount (P211)	Paymentech Error: Amount is either: equal to 0, has no decimal, has decimal in wrong place, or has multiple decimals.
65213	Invalid Transaction Format. (P213)	Paymentech Error: The transaction format isn't valid, typically invalid SIC code.
65214	Please Re-Try or Call In. Unable to Reach Auth. Center. (P214)	Paymentech Error: Authorization center cannot be reached.
65215	Hold Card - Lost/Stolen Card. (P215)	Paymentech Error: Card has been reported lost or stolen.
65216	Invalid Personal ID (P214)	Paymentech Error: Personal ID code is incorrect.



## Error Messages

Error ID	User Message	Technical
65217	Amount Exceeds Card Limit (P217)	Paymentech Error: Amount requested exceeds credit limit.
65218	Authorizer Denies Transaction. (P218)	Paymentech Error: Transaction is not valid for this authorizer.
65220	Call Support. Fatal communications error. (P220)	Paymentech Error: Fatal communications error.
65240	Do Not Honor. Card Not on File. (P240)	Paymentech Error: Retail Issued account number does not exist.
65248	CVC2/CID Rejected by Issuer. (P248)	Paymentech Error: CVC2 or CID data entered is not correct for the card.
65308	Invalid Card. MOD 10 Failed. (P308)	Paymentech Error: Account #/mag stripe does not pass MOD 10 check.
65309	Invalid Terminal ID. (P309)	Paymentech Error: Terminal ID not found in terminal file.
65310	Invalid Card Number Length. (P310)	Paymentech Error: Account #/mag stripe is incorrect length.
65311	Invalid Terminal File. (P311)	Paymentech Error: Host couldn't read terminal file within specified time.
65312	Invalid Card Number BIN. (P312)	Paymentech Error: Account # can't be found in BIN table.
65313	Merchant/Store # Not On File. (P313)	Paymentech Error: 12 digit merchant/store # not found in file.
65314	Processor Couldn't Read Store File (P314)	Paymentech Error: Host couldn't read store file within specified time.
65315	Invalid Trans Code for Card Type. (P315)	Paymentech Error: Tran Code not supported for that card type.
65317	Invalid Card. Discover Not Setup. (P317)	Paymentech Error: Discover not set up for draft capture or no subscriber #.
65318	Invalid Card Length. (P318)	Paymentech Error: Length does not match routing table specification.
65319	Invalid Amount. (P319)	Paymentech Error: Transaction amount all zeroes.
65320	Invalid Format. Missing Field Separator for ETX. (P320)	Paymentech Error: Missing field separator or ETX.
65321	Invalid/Missing Auth. Code. (P321)	Paymentech Error: Authorization code is missing or incorrect on a prior sale.
65322	Invalid Industry Date. (P322)	Paymentech Error: Industry specific data is incorrect.
65323	Invalid Transaction Class. Not F. (P323)	Paymentech Error: Transaction class is not "F" financial.
65324	Invalid Market Specific Data Indicator. (P324)	Paymentech Error: Market specific data indicator is not H, A, F or P.
65325	Invalid Duration. (P325)	Paymentech Error: Duration is not 01-99
65326	Invalid Preferred Customer Indicator. (P326)	Paymentech Error: Preferred customer indicator is not Y or N.
65327	Invalid Card Type Reversal. (P327)	Paymentech Error: A Partial Reversal was attempted for a non-Visa card.
65328	Invalid Industry Incremental (P328)	Paymentech Error: An incremental authorization was attempted for an industry other than Lodging or Auto Rental.
65329	Invalid Industry Incremental. (P329)	Paymentech Error: An reversal authorization was attempted for an industry other than Lodging, Auto Rental or MO/PO.
65330	Invalid Incremental Reversal. (P330)	Paymentech Error: An Incremental or Reversal authorization was attempted against a transaction that did not qualify for PSIRF.
65331	Invalid Folio Number. (P331)	Paymentech Error: Folio number is not a 6 digit numeric field.
65332	Invalid Charge Descriptor. (P332)	Paymentech Error: Charge descriptor field is not 2 digit numeric.
65333	Invalid Industry/No Show. (P333)	Paymentech Error: A No Show transaction was attempted for an industry other than lodging or auto rental



## Error Messages

Error ID	User Message	Technical
65334	Invalid Card Type / Market. (P334)	Paymentech Error: Market specific data is present for other than Visa card.
65335	Invalid Vehicle Number. (P335)	Paymentech Error: Vehicle number is not 5 digit numeric field.
65336	Invalid Odometer Number. (P336)	Paymentech Error: Odometer field is not 6 digit numeric
65337	Invalid Drivers Number. (P337)	Paymentech Error: Driver number is not 6 digit numeric or 4 digit with 2 leading spaces.
65338	Invalid or Missing Order Number (P338)	Paymentech Error: Order number is missing or contains invalid data.
65339	Invalid Combination of SIC/MO/TO. (P339)	Paymentech Error: Invalid iTransaction Typei indicator for a mail order only SIC code under industry specific data.
65340	Reversal Already Exists. (P340)	Paymentech Error: A second reversal authorization was attempted, only one is permitted.
65341	Invalid Reversal Amount. (P341)	Paymentech Error: Reversal amount is invalid or greater than original authorization amount.
65342	Invalid PIN Cabability. (P342)	Paymentech Error: PIN capability field contains invalid data.
65343	Invalid Authorization Characters. (P343)	Paymentech Error: Auth Characteristics Indicator field contains invalid data.
65344	Invalid Transaction ID. Non-digits. (P344)	Paymentech Error: Transaction ID field contains non-numeric data.
65345	Transaction ID Doesn't Match Original Auth. (P345)	Paymentech Error: Transaction ID does not match original authorization.
65346	Invalid BankNet Ref. Number. (P346)	Paymentech Error: BankNet reference number contains invalid data or does not match original authorization.
65347	Invalid Duration Value (P347)	Paymentech Error: Duration field greater than 99.
65348	Market Specifier Doesn't Match CPS Type. (P348)	Paymentech Error: Market specific data indicator does not match CPS type.
65349	Industry Code Doesn't Match CPS Type. (P349)	Paymentech Error: Industry code does not match custom payment service type.
65350	Invalid Reversal Method (Manual) (P350)	Paymentech Error: Incremental or reversal auths are not permitted for manual entry.
65353	Invalid SIC for Premier MasterCard. (P343)	Paymentech Error: Must use a special SIC code to accept Premier MC cards.
65357	Retail Issued Account Not Valid. (P357)	Paymentech Error: Retail Issued account number not valid for that Store number.
65358	American Express Not Supported by Merchant. (P358)	Paymentech Error: Amex capture not equal to C, A or P or SE# missing.
65359	Diners Capture Not Allowed by Merchant. (P359)	Paymentech Error: Diners capture not equal to C or D.
65360	Carte Blanche Not Allowed by Merchant (P360)	Paymentech Error: Carte Blanche capture is not equal to C or D.
65361	JCB Not Allowed by Merchant. (P361)	Paymentech Error: JCB capture is not equal to C or D.
65362	Invalid Electronic Commerce Data (P362)	Paymentech Error: Invalid Electronic Commerce Data.
65376	Card Code Data Error (P376)	Paymentech Error: CVD Data Error
65602	Please Re-try or Call In. Auth Center Not Reached. (P602)	Paymentech Error: Authorization center cannot be reached.
65907	Batch not in balance	
65999	Client Not Setup Properly (P999)	Paymentech Error: Client identifier field is not on system.
66103	Exceeded timeout while waiting for batch confirmation from Vantiv	Did not receive a confirmation of batch receipt from Vantiv after 180 seconds. Contact Vantiv to confirm batch status.



## Error Messages

Error ID	User Message	Technical
70001	Currency is required.	Currency is required to processing on the Planet Payment platyform
70002	Error communicating with processor.	Error communicating with planet payment. Have support check event log.
70003	Invalid currency code	Verify that you are send a numeric currency code
70004	Invalid source currency selected	The source currency specified was not valid. A 3 digit currency code must be entered.
70005	Invalid destination currency selected	The destination currency specified was not valid. A 3 digit currency code must be entered.
70006	Unable to pull rate list: [reason]	Error pulling rate from Planet Payment
70007	Merchant account does not have multi-currency support enabled.	Merchant account does not have multi-currency support enabled. Contact customer service for details.
70008	Postal Code is required	A postal code is required to process on Planet Payment
70009	Postal Code may not exceed 9 characters	The maximum length of a postal code is 9 characters on Planet Payment
70010	Merchant not configured	Merchant account is not configured correctly. Contact customer service. (Username missing)
70011	Merchant not configured	Merchant account is not configured correctly. Contact customer service. (Password missing)
70012	Merchant not configured	Merchant account is not configured correctly. Contact customer service. (Terminal ID missing)
70013	Unsupported Card Type	Only Visa and Mastercard are supported by Planet Payment. Transaction must be processed domestically.
70014	Transaction rejected by processor	Planet Payment returned an error code that could not be mapped. Consult the "reason" field for Planet Payment supplied error description.
70015	Error reading from processor	Planet Payment returned a blank response message. Try transaction again or contact support.
70016	Error communicating with processor	Planet Payment returned a malformed response that could not be parsed. Try the transaction again.
71005	Declined Do Not Honor Card	Planet Payment Decline Code 05
71015	No Such Issuer Exists (PP15)	Planet Payment Decline Code 15
71039	No Credit Card Account Found	Planet Payment Decline Code 39
71051	Insufficient Funds on Card	Planet Payment Decline Code 51
71052	No Checking Account Found	Planet Payment Decline Code 52
71053	No Savings Account Found	Planet Payment Decline Code 53
71057	Transaction is Not Permitted	Planet Payment Decline Code 57
71058	Transaction is Not Permitted	Planet Payment Decline Code 58
71061	Exceeds Withdrawl Limit	Planet Payment Decline Code 61
71062	Invalid Service Code	Planet Payment Decline Code 62
71065	Activity Limit Exceeded	Planet Payment Decline Code 65
71075	PIN Tries Exceeded	Planet Payment Decline Code 75
71093	Violation Cannot Complete	Planet Payment Decline Code 93
71094	Duplicate Trans. Unable to Locate	Planet Payment Decline Code 94
77786	Card Type Verification Error	Planet Payment Decline Code CV
78852	Insufficient Funds on Card	Planet Payment Decline Code N4
78855	Invalid CVV2 Number	Planet Payment Decline Code N7
79248	Customer Requested Stop on Recurring	Planet Payment Decline Code R0
79249	Customer Requested Stop on Recurring	Planet Payment Decline Code R1



## Error Messages

Error ID	User Message	Technical
79448	Check is OK but Can't Be Converted	Planet Payment Decline Code T0
79449	Check of OK but Can't Be Converted	Planet Payment Decline Code T1
79451	Amount Exceeds Customer's Balance	Planet Payment Decline Code T3
79452	Unpaid Items on Customers Account	Planet Payment Decline Code T4
79453	Duplicate Check Number Detected	Planet Payment Decline Code T5
80015	No Such Issuer Exists (15)	RBS Error 0015: Bank Not Available
81001	Error reading from processor	Received blank response from RBS WorldPay
81002	Error communicating with processor	Received error while constructing message for RBS WorldPay
81003	Zero auth amount	Processor returned an approval but a 0.00 authorized amount
81902	Batch out of balance	RBSWorldPay Batch Error Code 00002: Batch Out of Balance
81999	Unexpected error closing batch	RBSWorldPay batch error, unexpected actioncode
89000	Batch Rejected by Global (Unmapped Response)	Global reject batch with an unmapped response code/action code.
89001	Batch not in balance (G0NB)	Global reject batch with INV BAL/SETL action code. Check transaction amounts.
89103	Invalid Merchant (G003)	Global Response code 003
89112	Invalid Tran Code (G012)	Global Response code 012
89113	Invalid Amount (G013)	Global Response code 013
89114	Invalid Cardnumber (G014)	Global Response code 014. Cardnumber invalid or cardtype does not match transaction type (ie debit only card processing as credit card)
89119	Retry Transaction (G019)	Global Response code 019. Retry the transaction.
89154	Incorrect Exp Date (G054)	Global Response code 054. Expiration date enter is incorrect.
89155	Invalid Pin (G055)	Global Response code 055. Invalid Pin or Encryption error.
89158	Unauthorized Transaction (G058)	Global Response code 058. Merchant not setup for transaction type.
89175	Max Pin Retries	Global Response code 075. Maximum PIN number entry attempts exceeded.
89191	Issuer Unavailable (G091)	Global Response code 091. Issuer Unavailable
89194	Duplicate Transaction (G094)	Global Response code 094. Transaction entered is dupe.
89201	System Unavailable (G0C1)	Global Response code 0C1.
89302	Processor Error (G0N2)	Global Response code 0N2
89303	Processor Error (G0N3)	Global Response code 0N3
89304	Processor Error (G0N4)	Global Response code 0N4
89305	Processor Error (G0N5)	Global Response code 0N5
89306	Processor Error (G0N6)	Global Response code 0N6
89307	Processor Error (G0N7)	Global Response code 0N7
89308	Invalid Data (G0N8)	Global Response code 0N8. Format of transaction data is incorrect.
89310	No Trans Found (G0NA)	Global Response code 0NA. Reversal attempted on transaction that is not in open batch.
89402	DB Unavailable (G0P2)	Global Response code 0P2. Global Payments is experiencing a problem
89405	Unauth User (G0P5)	Global Response code 0P5. Merchant is not set up for debit.
89406	Invalid Card (G0P6)	Global Response code 0P6. Invalid card number
89501	EDC Unavailable (G0T1)	Global Response code 0T1. EDC application down, try later
89502	Processor Error (G0T2)	Global Response code 0T2.
89611	Exceeds Max Amount (G121)	Global Response code 121. Exceeds Max Amount



## Error Messages

Error ID	User Message	Technical
89612	Invalid CID (G122)	Global Response code 122. American Express CID failure
89613	Transaction not allowed by card issuer, try a different card (G057)	Global Response code 057. Transaction is not allowed by the card issuer
89999	Transaction failed (G)	Transaction authorization failed, received unexpected actioncode from Global.
90909	The server is temporarily unavailable. Please use secondary url or retry later.	The requested server is experiencing issues. Try using an alternate url or try request again.
900001	Internal Server Error	Unable to load an internal server component. This error is non-recoverable and requires immediate support attention.