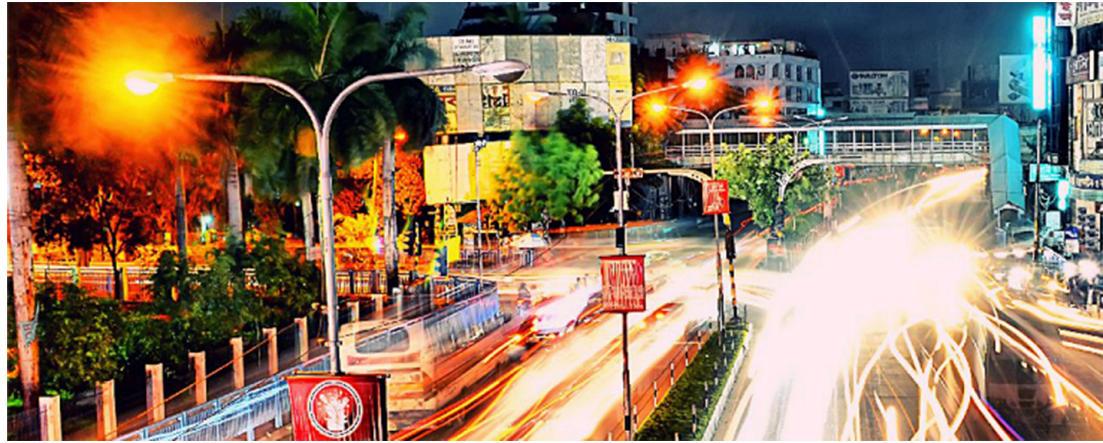


# Reason Codes for the Simple Order API



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Version: 21.02

# Contents

**Reason Codes for the Simple Order API.....4**

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**! Important:** Response fields and reason codes can be added at any time. Therefore:

- You must parse the response data according to the names of the fields instead of the field order in the response message. For more information about parsing response fields, see the documentation for your client.
- Your error handler must be able to process new reason codes without problems.
- Your error handler must use the **decision** field to determine the result if it receives a reason code that it does not recognize.

The following table describes the reason codes that are returned by the Simple Order API.

**Table 1. Reason Codes**

Reason Code	Description
100	Transaction was successful. <b>AIBMS:</b> If the <b>ccAuthReply_processorResponse</b> value is <b>08</b> , you can accept the transaction if the customer provides you with identification.
101	Request is missing one or more required fields. Examine the response fields <b>missingField_0</b> through <b>missingField_N</b> to identify which fields are missing. Resend the request with all the required fields.
102	One or more fields in the request contain invalid data. Examine the response fields <b>invalidField_0</b> through <b>invalidField_N</b> to identify which fields are invalid. Resend the request with valid data.
104	Merchant reference code for this authorization request matches the merchant reference code for another authorization request that you sent within the past 15 minutes. Resend this request with a unique merchant reference code.
105	Merchant transaction identifier (MTI) sent with this request has already been used in the past 60 days. Resend this request with a unique MTI.
110	Only a partial amount was approved.

**Table 1. Reason Codes (continued)**

Reason Code	Description
150	System error. You must design your transaction management system to include a way to correctly handle system errors. Depending on which payment processor is handling the transaction, the error might indicate a valid Cybersource system error, or it might indicate a processor rejection because of invalid data. In either case, do not design your system to endlessly try to resend a transaction when a system error occurs. See the documentation for the Cybersource client (SDK) that you are using for important information about how to handle system errors and retries.
151	Request was received but a server timeout occurred. This error does not include timeouts that occur between the client and the server. To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center. See the documentation for your Cybersource client for information about handling retries in the case of system errors.
152	Request was received, but a service did not finish running in time. To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center. See the documentation for your Cybersource client for information about handling retries in the case of system errors.
153	Your account is not enabled for the OCT service. Contact customer support to have your account enabled for this service.
200	Authorization request was approved by the issuing bank but declined because the address verification system (AVS) could not verify it. You can capture the authorization, but consider reviewing the order for possible fraud.
201	Issuing bank has questions about the request. <b>Authorization:</b> You cannot receive an authorization code programmatically, but you might receive one verbally by calling the processor. Call your processor to possibly receive a verbal authorization. For contact phone numbers, refer to your merchant bank information.
202	Card is expired. You might also receive this value if the expiration date that you provided does not match the date that the issuing bank has on file. Request a different card or other form of payment.
203	Card was declined. No other information was provided by the issuing bank. Request a different card or other form of payment.
204	Account does not contain sufficient funds. Request a different card or other form of payment.

**Table 1. Reason Codes (continued)**

<b>Reason Code</b>	<b>Description</b>
205	Card is lost or stolen. Review this transaction manually to ensure that you submitted the correct information.
207	Issuing bank is unavailable. Wait a few minutes and resend the request.
208	<b>Card-Not-Present Transaction:</b> Card is inactive or not authorized for card-not-present transactions. Request a different card or other form of payment. <b>Card-Present Transaction:</b> Card is inactive, or the PIN is missing or incorrect. Ask the customer to re-enter the PIN or provide a different form of payment.
209	CVN did not match. Request a different card or other form of payment.
210	Account reached the credit limit, or the transaction amount exceeds the approved limit. Request a different card or other form of payment.
211	CVN is invalid. Re-enter the CVN or request a different form of payment.
212	EMV transaction was rejected. Resubmit the request with chip and PIN.
213	Account is in fraud watch status.
221	Customer's name matched an entry on the processor's negative file. Review the order and contact the payment processor.
230	Authorization request was approved by the issuing bank but declined because CVN could not be verified. You can capture the authorization, but consider reviewing the order for possible fraud.
231	Account number is invalid. Request a different card or other form of payment.
232	Payment processor does not accept the card type. Contact your merchant bank to confirm that your account is set up to receive the card type.
233	Processor declined the card. For more information about the decline, search for the transaction in the Business Center and view the transaction details. Request a different card or other form of payment.
234	Information in your account is incorrect. Do not resend the request. Contact customer support to correct the information in your account.

**Table 1. Reason Codes (continued)**

Reason Code	Description
235	<p><b>Capture:</b> The requested capture amount exceeds the authorized amount. Send a new authorization and capture request for the new amount.</p> <p><b>PIN Debit Purchase:</b> Transaction amount exceeds the approved limit. Send a new PIN-debit purchase request for a lower amount.</p>
236	Processor failed. Wait a few minutes and resend the request.
237	Transaction was already captured.
238	Transaction was already reversed.
239	Requested transaction amount does not match the previous transaction amount. Correct the amount and resend the request.
240	Card type is invalid or does not correlate with the payment card number. Confirm that the card type correlates with the payment card number specified in the request, then resend the request.
241	<p><b>PIN Debit:</b> Processor declined the card. For more information about the decline, search for the transaction in the Business Center and view the transaction details.</p> <p><b>Other Payment Method:</b> Request ID is invalid. Request a new authorization and, if successful, proceed with the capture.</p>
242	<p><b>Capture:</b> You requested a capture, but there is no corresponding, unused authorization. This situation occurs when there is no previously successful authorization request or when the previously successful authorization has already been captured. Request a new authorization, and if successful, proceed with the capture.</p> <p><b>Reversal:</b> You requested a reversal, but there is no corresponding transaction or the transaction specified by the authorization code has already been settled.</p>
243	Transaction is already settled or reversed.
244	Account number did not pass a verification check.
246	One of the following: <ul style="list-style-type: none"><li>• Capture or credit cannot be voided because the capture or credit information has already been submitted to your processor.</li><li>• You requested a void for a type of transaction that cannot be voided.</li></ul>
247	You requested a credit for a capture that was previously voided.

**Table 1. Reason Codes (continued)**

Reason Code	Description
250	Request was received, but a timeout occurred at the payment processor. To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center.
251	Customer has exceeded the debit card's limit on frequency of use, number of PIN entry tries, or maximum amount for the day. Request a different card or other form of payment.
254	Stand-alone credits are not allowed. Submit a follow-on credit by including a request ID in the credit request. A follow-on credit must be requested within 60 days of the authorization. To process stand-alone credits, contact your Cybersource account representative to learn whether your processor supports stand-alone credits.
256	Credit amount exceeds the maximum allowed for your account. Contact customer support or your acquirer for details.
257	Gift card account or prepaid card account is already active.
259	Reload limit for the gift card or prepaid card was exceeded.
260	Requested amount conflicts with the minimum or maximum amount allowed on the gift card or prepaid card.
262	Request is still in progress. Wait for a response from Cybersource.
263	Mass transit transaction (MTT) was declined. When the transaction amount is less than the transit chargeback threshold, and the other mandated checks are performed, you can capture the authorization. Your acquirer can provide information about mandated checks and transit chargeback thresholds.
428	Your request for a strong customer authentication (SCA) exemption was declined. SCA is required for this transaction.
478	Strong customer authentication (SCA) is required for this transaction.
490	Your aggregator or acquirer is not accepting transactions from you at this time.
491	Your aggregator or acquirer did not accept this transaction.
520	Authorization request was approved by the issuing bank but declined based on your Smart Authorization settings. Do not capture the authorization without further review. Review the <b>ccAuthReply_avsCode</b> , <b>ccAuthReply_cvCode</b> , and <b>ccAuthReply_authFactorCode</b> fields to discover why Cybersource rejected the request.



**Related information**

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