

# Payment Tokenization

## Using the Simple Order API for CyberSource Essentials

June 2018



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For technical support questions, go to the Home page in the Business Center to see the contact information appropriate for your account.

Visit the Business Center, your central location for managing your online payment transactions, at <https://businesscenter.cybersource.com>.

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# Recent Revisions to This Document

Release	Changes
June 2018	All processors that support relaxed requirements: moved the relaxed requirements information to a web page: <a href="#">Relaxed Requirements for Address Data and Expiration Date page</a>
April 2017	<p>Added the “Updating an eCheck Account Number” section. See <a href="#">"Updating an eCheck Account Number," page 26.</a></p> <p>Added the “Updating an eCheck Account Number” example. See <a href="#">Example 9, "Request: Updating an eCheck Account Number," on page 65.</a></p>
December 2016	Added the <b>invoiceHeader_merchantDescriptorAlternate</b> field. See <a href="#">Table 3, "Request Fields," on page 35.</a>
April 2016	Updated the “Creating a Customer Profile without a Setup Fee” example. See <a href="#">"Creating a Customer Profile without a Setup Fee," page 67.</a>
March 2016	<ul style="list-style-type: none"> <li>■ Added Comercio Latino as a supported processor. See <a href="#">"Supported Processors and Payment Methods," page 12.</a></li> <li>■ Updated the “Removing Card Expiration Dates” section. See <a href="#">"Removing Card Expiration Dates," page 25.</a></li> <li>■ Updated the “Removing Card Expiration Dates” examples. See <a href="#">Example 7, "Request: Removing Card Expiration Dates," on page 64.</a></li> </ul>
January 2016	<ul style="list-style-type: none"> <li>■ Added the “Relaxed Requirements for Address Data and Expiration Date” section. See <a href="#">"Relaxed Requirements for Address Data and Expiration Date," page 18.</a></li> <li>■ Added the “Removing Card Expiration Dates” section. See <a href="#">"Removing Card Expiration Dates," page 25.</a></li> <li>■ Added the “Removing Card Expiration Dates” example. See <a href="#">Example 7, "Request: Removing Card Expiration Dates," on page 64.</a></li> </ul>

# About This Guide

## Audience and Purpose

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This guide is written for merchants who want to create customer payment profiles and eliminate payment data from their network to ensure that customers' sensitive personal information is not compromised during a security breach. A customer's sensitive information is replaced with a unique identifier, known as a *profile ID*, which you store on your network.

The purpose of this guide is to help you create, update, retrieve, and delete customer profiles. It also describes how to process an on-demand transaction using a customer profile.

## Conventions

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### Note, Important, and Warning Statements



#### Note

A *Note* contains helpful suggestions or references to material not contained in the document.

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#### Important

An *Important* statement contains information essential to successfully completing a task or learning a concept.

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#### Warning

A *Warning* contains information or instructions, which, if not heeded, can result in a security risk, irreversible loss of data, or significant cost in time or revenue or both.

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## Text and Command Conventions

Convention	Usage
<b>bold</b>	<ul style="list-style-type: none"> <li>Field and service names in text; for example: Include the <b>billTo_firstName</b> field.</li> <li>Items that you are instructed to act upon; for example: Click <b>Save</b>.</li> </ul>
<code>screen text</code>	<ul style="list-style-type: none"> <li>XML elements.</li> <li>Code examples and samples.</li> <li>Text that you enter in an API environment; for example: Set the <b>paySubscriptionCreateService_run</b> field to <b>true</b>.</li> </ul>

## Related Documents

- *Account Updater User Guide* ([PDF](#) | [HTML](#))—describes how to automatically incorporate changes made to a customer's payment card data.
- *Business Center User Guide* ([PDF](#) | [HTML](#))—describes the features and options available within the Business Center.
- *Batch Submission User Guide* ([PDF](#) | [HTML](#))—describes how to send a batch file of order requests to CyberSource.
- *Credit Card Services User Guide* ([PDF](#) | [HTML](#))—describes how to integrate credit card processing into your order management system.
- *Electronic Check Services User Guide* ([PDF](#) | [HTML](#))—describes how to integrate eCheck processing into your order management system.
- *Getting Started with CyberSource Essentials* ([PDF](#) | [HTML](#))—describes how to get started using the Simple Order API.
- *Recurring Billing Using the Simple Order API for CyberSource Essentials* ([PDF](#) | [HTML](#))—describes how to create customer subscriptions and perform recurring and installment payments.
- *Reporting User Guide* ([PDF](#) | [HTML](#))—describes how to view and configure Business Center reports.
- *Secure Acceptance Web/Mobile Configuration Guide* ([PDF](#) | [HTML](#))—describes how to create a Secure Acceptance profile and integrate seamlessly with Secure Acceptance Web/Mobile.



- *Secure Acceptance Silent Order POST Development Guide* ([PDF](#) | [HTML](#))—describes how to create a Secure Acceptance profile and integrate seamlessly with Secure Acceptance Silent Order POST.
- [Simple Order API and SOAP Toolkit API Documentation and Downloads page](#).
- [Simple Order API and SOAP Toolkit API Testing Information page](#).

Refer to the Support Center for complete CyberSource technical documentation:

[http://www.cybersource.com/support\\_center/support\\_documentation](http://www.cybersource.com/support_center/support_documentation)

## Customer Support

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For support information about any CyberSource service, visit the Support Center:

<http://www.cybersource.com/support>

# Introduction

## Terminology

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### Payment Tokenization

Tokenization is the process of replacing sensitive card information and billing information with a unique identifier that cannot be reverse-engineered. The unique identifier is called a *profile ID*, also known as a *payment token* (see "[On-Demand Customer Profile](#)," page 11) which you store on your server. Tokenization protects sensitive cardholder information in order to comply with industry standards and government regulations and can prevent the theft of card information in storage.

The payment tokenization solution is compatible with the Visa and Mastercard Account Updater service. All payment information stored with CyberSource is automatically updated by participating banks, thereby reducing payment failures. See the *Account Updater User Guide* ([PDF](#) | [HTML](#)) for more information.

**Important**

CyberSource payment tokenization and payment network tokenization are different features:

- The CyberSource token (the profile ID) is created by CyberSource and can be used only with CyberSource payment services.
- The payment network token is created by a token service provider and can be used throughout the financial network.

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The payment network token is created by a token service provider and can be used throughout the financial network. The payment network token replaces the primary account number (PAN) that is stored in a customer profile. You can create a customer profile and include the payment network token.

## Profile ID



**Important**

Contact CyberSource Customer Support to have your account configured for a 16-digit profile ID, or to update from a 22-digit profile ID to a 16-digit profile ID.

The *profile ID*, also known as the *payment token*, identifies the card and retrieves the associated billing, shipping, and card information of a customer profile. No sensitive card information is stored on your servers, reducing your PCI DSS obligations.

There are three types of profile IDs:

- 22 digit—the default profile ID.
- 16 digit—displays the last 4 digits of the primary account number (PAN) and passes Luhn mod-10 checks. This profile ID is for card customer profiles.
- 16 digit—displays 99 as the two leading digits and passes Luhn mod-10 checks. If your business rules prohibit using 99 as the leading digits, you must modify your system to accept the other 16-digit profile ID.

## On-Demand Customer Profile



**Important**

For information about recurring and installment customer profiles, see [Recurring Billing Using the Simple Order API \(PDF | HTML\)](#) *Recurring Billing Using the Simple Order API for CyberSource Essentials (PDF | HTML)*.

An on-demand customer profile contains specific information about a customer that you store in the CyberSource database for future billing. After you create a customer profile, the following tasks are available to you:

- Update customer profile information (see ["Updating a Customer Profile," page 24](#)).
- Process an on-demand transaction using the customer profile details. You can process an authorization, credit, eCheck credit, and an eCheck debit (see ["Converting a Transaction to a Customer Profile," page 29](#)).
- Retrieve customer profile information (see ["Retrieving a Customer Profile," page 30](#)).
- Delete a customer profile (see ["Deleting a Customer Profile," page 30](#)).
- Share customer profiles (see ["Customer Profile Sharing," page 32](#)).

## Secure Acceptance

### Payment Token

If you are using Secure Acceptance to process transactions, the payment token is the customer profile ID (see ["Profile ID," page 11](#)). The payment token identifies the card and retrieves the associated billing, shipping, and card information. For Secure Acceptance documentation, see ["Related Documents," page 8](#).

## Supported Processors and Payment Methods

Each customer profile has an associated payment method: card, eCheck, or other.



#### Note

The *other* payment method enables you to store data securely in a customer profile. This payment method is useful if you do not intend to use the customer profile for payment transactions. You must use the CyberSource API services to submit a customer profile request with the *other* payment method. See ["Optional Data Storage," page 31](#).



#### Important

All the processors listed in the table below support automatic preauthorizations and manual preauthorizations. Unless stated otherwise, each processor in the table below supports 1.00 preauthorizations using all credit card types.

**Table 1 Supported Processors and Payment Methods**

Processor	Payment Method
Chase Paymentech Solutions	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, Discover, and Diners Club cards.</li> <li>■ Electronic check.</li> <li>■ Visa Bill Payments—see <a href="#">"Visa Bill Payment Program," page 32</a>.</li> </ul>
Comercio Latino	Credit card—supports 1.00 preauthorizations using Visa, Mastercard, American Express, Discover, Diners Club, JCB, Hipercard, Aura, and Elo cards.
Credit Mutuel-CIC	Credit card—supports Visa and Mastercard.
CyberSource ACH Service	Electronic check.

**Table 1 Supported Processors and Payment Methods (Continued)**

Processor	Payment Method
FDC Compass	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, and Discover cards.</li> <li>■ Visa Bill Payments—see <a href="#">"Visa Bill Payment Program," page 32.</a></li> </ul>
FDC Nashville Global	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, Discover, Diners Club, and JCB (US Domestic) cards.</li> <li>■ Visa Bill Payments—see <a href="#">"Visa Bill Payment Program," page 32.</a></li> </ul>
FDMS Nashville	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, Discover, Diners Club, and JCB (US Domestic) cards.</li> <li>■ Visa Bill Payments—see <a href="#">"Visa Bill Payment Program," page 32.</a></li> </ul>
FDMS South	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, Discover, and JCB (US Domestic) cards.</li> </ul>
GPN	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, Discover, Diners Club, and JCB cards.</li> <li>■ Visa Bill Payments—see <a href="#">"Visa Bill Payment Program," page 32.</a></li> </ul>
Moneris	Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.
Omnipay Direct	Credit card—supports 0.00 preauthorizations using Visa, Mastercard, Maestro (International), and Maestro (UK Domestic).
RBS WorldPay Atlanta	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards.</li> <li>■ Electronic check.</li> </ul>
TeleCheck	Electronic check—supports 1.00 preauthorizations.

**Table 1 Supported Processors and Payment Methods (Continued)**

Processor	Payment Method
TSYS Acquiring Solutions	<ul style="list-style-type: none"> <li>■ Credit card—supports 0.00 preauthorizations for Visa and Mastercard cards and 1.00 preauthorizations using American Express, Discover, Diners Club, and JCB cards.</li> <li>■ Debit card and prepaid card—supports partial authorizations for Visa, Mastercard, American Express, Discover, Diners Club, and JCB cards.</li> <li>■ Visa Bill Payments—see "<a href="#">Visa Bill Payment Program</a>," page 32.</li> </ul>

## Types of Authorizations

**Table 2 Types of Authorizations**

Authorization	Description
Automatic Preauthorization	<p>Automatically preauthorize a credit card when you create a customer profile, or automatically preauthorize a bank account when you create a customer profile with new eCheck information. See "<a href="#">Automatically Preauthorizing an Account</a>," page 19.</p> <p>Depending on the payment method and if your account is configured for Smart Authorization, CyberSource automatically runs several fraud checks during a preauthorization: AVS and CVN checks for cards, and Smart Authorization for cards and eChecks.</p> <p><b>Note</b> Partial authorizations for prepaid cards and debit cards cannot be performed for automatic preauthorizations.</p> <p><b>Important</b> Contact your merchant account provider to determine whether you will be charged a fee for a preauthorization.</p>
Manual Preauthorization	<p>Manually preauthorize a customer's account for a nominal or zero amount when you create a customer profile. This feature is available only with the CyberSource API. See "<a href="#">Validating a Customer Profile</a>," page 18.</p> <p>Contact your merchant account provider to determine whether you will be charged a fee for a preauthorization.</p>

**Table 2** Types of Authorizations (Continued)

Authorization	Description
Automatic Preauthorization Reversal	<p>If your processor supports full authorization reversal, you can contact CyberSource Customer Support to automatically reverse preauthorizations when you create a customer profile. CyberSource does not charge you for reversing automatic preauthorizations. If you cannot create a customer profile for any reason, or if the preauthorization amount is 0.00, CyberSource does not reverse the automatic preauthorization.</p> <p><b>Important</b> TSYS Acquiring Solutions, American Express Brighton, and HSBC do not support automatic preauthorization reversals.</p>
Partial Authorization	<p>When the balance on a debit card or prepaid card is lower than the requested authorization amount, the issuing bank can approve a partial amount.</p>

## Authorization Consents

### Authorization for Electronic Checks

To support customer profiles that use electronic checks, you must display a separate consent agreement accepted by the customer before you create the customer profile. The authorization statement must:

- Be readily identifiable as an authorization.
- Clearly and conspicuously state its terms including the transaction amount and the effective date of the transfer.
- Include the routing number and bank account number to be debited.
- Specify the frequency of the debits and the period of time during which the customer's payment authorization is granted.
- Include instructions for revoking the authorization.

# Reporting

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## Subscription Detail Report

The Subscription Detail report provides detailed information about on-demand customer profiles and their transactions.

The Subscription Detail Report is available in XML and CSV formats. You can view the report on the Business Center, or you can use a client API to programmatically download the report.

For a detailed description of the Subscription Detail Report, and for details about downloading the report, see the *Classic Reporting Developer Guide* ([PDF](#) | [HTML](#)).



## Transaction Endpoints

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**Important**

Contact CyberSource Customer Support to configure your account for Payment Tokenization.

For live transactions, send requests to the production server:

<https://ics2wsa.ic3.com/commerce/1.x/transactionProcessor>

For test transactions, send requests to the test server:

<https://ics2wstesta.ic3.com/commerce/1.x/transactionProcessor>

When you use the test server, the payment method you are testing determines whether you use test card numbers (see "[Test Card Numbers](#)," page 17) or test account numbers. Search for and view your test subscriptions in the test version of the Business Center:

<https://ebctest.cybersource.com>

When you use the production server, the payment method you are testing determines whether you use real card numbers or real account numbers. Create customer subscriptions that use small amounts, such as 1.50. Search for and view your live customer subscriptions in the production version of the Business Center:

<https://businesscenter.cybersource.com>

## Test Card Numbers

You may use the following test credit card numbers for transactions:

Credit Card Type	Test Account Number
Visa	4111111111111111
Mastercard	5555555555554444
American Express	378282246310005
Discover	6011111111111117
JCB	3566111111111113
Diners Club	38000000000006
Maestro International (16 digits)	6000340000009859
Maestro Domestic (16 digits)	6759180000005546

# Requesting Payment Tokenization Services

## Relaxed Requirements for Address Data and Expiration Date

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To enable relaxed requirements for address data and expiration date, contact CyberSource Customer Support to have your account configured for this feature. For details about relaxed requirements, see [Relaxed Requirements for Address Data and Expiration Date](#) page.

## Validating a Customer Profile

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Three validation methods are available to you to validate a card or eCheck customer profile before it is created.

## Charging a Setup Fee

You can charge a setup fee only for card and eCheck payments. It is a one-time optional fee that you can charge only when you are creating a customer profile. Include the setup fee in the **purchaseTotals\_grandTotalAmount** field. See "[Credit Card with a Setup Fee](#)," page 22.



CyberSource recommends that you do not enable partial authorizations for setup fees. If the issuing bank approves a partial amount for the setup fee, the customer profile is not created.

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## Automatically Preauthorizing an Account

Automatic preauthorizations are available only for card payments and eCheck payments, and CyberSource does not charge you for this feature. Before you create a customer profile, CyberSource authorizes a small amount against the payment method you enter for the customer profile. Each payment processor supports different preauthorization amounts. See "Payment Tokenization," page 10.

When you configure your account to use automatic preauthorizations, CyberSource will automatically run several fraud checks during a preauthorization depending on the payment method for the new customer profile:

- AVS checks—credit card only.
- CVN checks—credit card only.
- Smart Authorization—credit card and electronic checks.

If your payment processor supports full authorization reversals you can contact CyberSource Customer Support to automatically reverse preauthorizations. When you create a customer profile with automatic preauthorizations and automatic preauthorization reversals enabled, the order of services is:

- 1 Credit card authorization for the preauthorization.
- 2 Profile creation—only if the authorization was successful.
- 3 Full authorization reversal—only if the authorization was successful and the preauthorization amount was not 0.00.

### To enable or disable automatic preauthorizations:

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- Step 1** Log in to the Business Center:
- Live Transactions: <https://ebc.cybersource.com>
  - Test Transactions: <https://ebctest.cybersource.com>
- Step 2** In the left navigation pane, choose **Payment Tokenization > Settings**.
- Step 3** Check **Perform an automatic preauthorization before creating profile**.
- Step 4** Click **Submit Changes**.
-

## To disable automatic preauthorizations:

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- Step 1** Request the `paySubscriptionCreateService` service. See ["Creating a Customer Profile," page 21](#).
- Step 2** In the `paySubscriptionCreateService` request, set the `paySubscriptionCreateService_disableAutoAuth` field to `true`.
- 

## Manually Preauthorizing an Account

Manually preauthorizing an account is available only for card payments and eCheck payments. You can manually preauthorize a customer's account when you create a customer profile.



**Important**

If your processor supports full authorization reversals and if you charged more than \$0 for the preauthorization, CyberSource recommends that you subsequently request a full authorization reversal. See ["Supported Processors and Payment Methods," page 12](#).

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## To manually preauthorize a card customer profile:

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- Step 1** Set the `paySubscriptionCreateService_run` service field to `true`. See ["Credit Card without a Setup Fee," page 21](#).
- Step 2** Include the following fields:
- `ccAuthService_run`—set to `true`.
  - `purchaseTotals_grandTotalAmount`—set to `0.00` or a small amount.
- 



**Note**

For all card types FDC Nashville Global, include the following fields:

- `ccAuthService_commerceIndicator=recurring`
- `ccAuthService_firstRecurringPayment=TRUE`
- `card_cvNumber`

See [Credit Card Services Using the Simple Order API \(PDF | HTML\)](#) for detailed descriptions of the above request fields.

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## To manually preauthorize an eCheck customer profile:

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- Step 1** Set the `paySubscriptionCreateService_run` service field to `true`. See "eCheck," page 23.
- Step 2** Include the following fields:
- `ecDebitService_paymentMode`—set to 1.
  - `ecDebitService_run`—set to `true`.
- 

## Creating a Customer Profile

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### Credit Card without a Setup Fee

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You must validate the customer account before the customer profile is created. See "Validating a Customer Profile," page 18.

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## To create a customer a profile without a setup fee:

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- Step 1** Set the `paySubscriptionCreateService_run` service field to `true`.
- Step 2** Include the following fields in the request:
- `billTo_city`
  - `billTo_country`
  - `billTo_email`
  - `billTo_firstName`
  - `billTo_lastName`
  - `billTo_postalCode`
  - `billTo_state`
  - `billTo_street1`
  - `card_accountNumber`
  - `card_cardType`
  - `card_expirationMonth`
  - `card_expirationYear`
  - `merchantID`
  - `merchantReferenceCode`
  - `purchaseTotals_currency`
  - `recurringSubscriptionInfo_frequency`—set to `on-demand`.

See ["API Fields," page 34](#), for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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## Credit Card with a Setup Fee



**Important**

You must validate the customer account before the customer profile is created. See ["Validating a Customer Profile," page 18](#).

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### To create a customer a profile with a 5.00 setup fee:

- Step 1** Set the `paySubscriptionCreateService_run` service field to `true`.
- Step 2** Set the `ccAuthService_run` service field to `true`—authorizes the setup fee.
- Step 3** Set the `ccCaptureService_run` service field to `true`—captures the setup fee.
- Step 4** Include the following fields in the request:
- `billTo_city`
  - `billTo_country`
  - `billTo_email`
  - `billTo_firstName`
  - `billTo_lastName`
  - `billTo_postalCode`
  - `billTo_state`
  - `billTo_street1`
  - `card_accountNumber`
  - `card_cardType`
  - `card_expirationMonth`
  - `card_expirationYear`
  - `merchantID`
  - `merchantReferenceCode`
  - `purchaseTotals_currency`
  - `purchaseTotals_grandTotalAmount`—the setup fee amount.
  - `recurringSubscriptionInfo_frequency`—set to `on-demand`.

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

## eCheck

**Important**

You must validate the customer account before the customer profile is created. See ["Validating a Customer Profile," page 18.](#)

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### To create an eCheck customer a profile:

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**Step 1** Set the `paySubscriptionCreateService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `billTo_city`
- `billTo_companyTaxID`—contact your TeleCheck representative to learn whether this field is required or optional.
- `billTo_country`
- `billTo_dateOfBirth`
- `billTo_driversLicenseNumber`—contact your TeleCheck representative to learn whether this field is required or optional.
- `billTo_driversLicenseState`—contact your TeleCheck representative to learn whether this field is required or optional.
- `billTo_email`
- `billTo_firstName`
- `billTo_lastName`
- `billTo_phoneNumber`—contact your payment processor representative to learn whether this field is required or optional.
- `billTo_postalCode`
- `billTo_state`
- `billTo_street1`
- `check_accountNumber`
- `check_accountType`
- `check_bankTransitNumber`

- `check_checkNumber`—contact your payment processor representative to learn whether this field is required or optional.
- `check_secCode`—this field is required if your processor is TeleCheck.
- `merchantID`
- `merchantReferenceCode`
- `purchaseTotals_currency`
- `recurringSubscriptionInfo_frequency`—set to `on-demand`.
- `subscription_paymentMethod`—set to `check`.

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

## Updating a Customer Profile



**Important**

You cannot update the `recurringSubscriptionInfo_frequency` field. In the example below the customer's card account number is updated.



**Note**

If your account is configured to use a 16 digit format-preserving profile ID (see ["Profile ID," page 11](#)) and you update the card number, you receive a new profile ID if the last four digits of the new card number are different from the previous card number. The status of the previous profile ID changes to *superseded*. You cannot update, delete, or cancel a customer profile that has a status of *superseded*.

## Updating Card Account Number

### To update a customer's card account number:

**Step 1** Set the `paySubscriptionUpdateService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `card_accountNumber`
- `card_cardType`



- `card_expirationMonth`—this field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See ["Relaxed Requirements for Address Data and Expiration Date," page 18](#).
- `card_expirationYear`—this field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See ["Relaxed Requirements for Address Data and Expiration Date," page 18](#).
- `merchantID`
- `merchantReferenceCode`
- `recurringSubscriptionInfo_subscriptionID`

**Note**

When you update the card number for a customer profile, CyberSource recommends that you validate the customer profile. See ["Validating a Customer Profile," page 18](#).

---

See [Appendix A, "API Fields," on page 34](#), for detailed descriptions of the request and reply fields. See [Example 7, "Request: Removing Card Expiration Dates," on page 64](#), for a request and reply example.

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## Removing Card Expiration Dates

### To remove a customer's card expiration dates:

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**Step 1** Set the `paySubscriptionUpdateService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `card_expirationMonth`—include an empty value in this field.
- `card_expirationYear`—include an empty value in this field.
- `merchantID`
- `merchantReferenceCode`
- `recurringSubscriptionInfo_subscriptionID`

**Note**

When you update the card number for a customer profile, CyberSource recommends that you validate the customer profile. See ["Validating a Customer Profile," page 18](#).

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See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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## Updating an eCheck Account Number

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You can also update the routing number by including the new value in the **check\_bankTransitNumber** field as part of the update request.

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### To update an eCheck account number:

---

**Step 1** Set the **paySubscriptionUpdateService\_run** service field to `true`.

**Step 2** Include the following fields in the request:

- `check_accountNumber`
- `merchantID`
- `merchantReferenceCode`
- `recurringSubscriptionInfo_subscriptionID`

See [Appendix A, "API Fields," on page 34](#), for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#), for a request and reply example.

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## Changing the Payment Method of a Customer Profile

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You must validate the customer account before the customer profile is created. See ["Validating a Customer Profile," page 18.](#)

---

You can change the payment method of a customer profile from:

- Card to eCheck.
- eCheck to card.

### To change the payment method of a customer profile:

---

**Step 1** Set the `paySubscriptionUpdateService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `subscription_paymentMethod`—change to `card` (see ["Credit Card without a Setup Fee," page 21](#)) or `check` (see ["eCheck," page 23.](#))
- `merchantID`
- `merchantReferenceCode`
- `recurringSubscriptionInfo_subscriptionID`

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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## Requesting an On-Demand Transaction

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The on-demand transactions that you can request are:

- Credit cards—authorization, sale (a bundled authorization and capture), and credit.
- Electronic checks—debit and credit.

### To request an on-demand sale transaction:

---

- Step 1** Set the `ccAuthService_run` service field to `true`.
- Step 2** Set the `ccCaptureService_run` service field to `true`.
- Step 3** Include the following fields in the request:
- `merchantID`
  - `merchantReferenceCode`
  - `purchaseTotals_currency`
  - `purchaseTotals_grandTotalAmount`
  - `recurringSubscriptionInfo_subscriptionID`

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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### To request an on-demand credit transaction:

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- Step 1** Set the `ccCreditService_run` service field to `true`.
- Step 2** Include the following fields in the request:
- `merchantID`
  - `merchantReferenceCode`
  - `purchaseTotals_currency`
  - `purchaseTotals_grandTotalAmount`
  - `recurringSubscriptionInfo_subscriptionID`

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields.

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## Converting a Transaction to a Customer Profile

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Transaction information resides in the CyberSource database for 60 days after the transaction is processed.

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When you create a customer profile from an existing transaction, the account is already validated. You can charge a setup fee. See ["Charging a Setup Fee," page 18.](#)

---

### To convert a transaction to a customer profile:

---

**Step 1** Set the `paySubscriptionCreateService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `merchantID`
- `merchantReferenceCode`
- `paySubscriptionCreateService_paymentRequestID`—include the **requestID** value returned from the original transaction request.
- `recurringSubscriptionInfo_frequency`—set to `on-demand`.

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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## Retrieving a Customer Profile

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### To retrieve a customer profile:

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**Step 1** Set the `paySubscriptionRetrieveService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `merchantID`
- `merchantReferenceCode`
- `recurringSubscriptionInfo_subscriptionID`

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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## Deleting a Customer Profile

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Deleting a customer profile is permanent. When a profile is deleted, any profiles it superseded are also deleted.

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### To delete a customer profile:

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**Step 1** Set the `paySubscriptionDeleteService_run` service field to `true`.

**Step 2** Include the following fields in the request:

- `merchantID`
- `merchantReferenceCode`
- `recurringSubscriptionInfo_subscriptionID`

See [Appendix A, "API Fields," on page 34](#) for detailed descriptions of the request and reply fields. See [Appendix B, "Examples," on page 62](#) for a request and reply example.

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# Additional Features

## Optional Data Storage

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Each payment method enables you to store data securely in a customer profile. If you are using the *Other* payment method, you must use CyberSource API services to submit a customer profile request. This payment method is useful if you do not intend to use the customer profile for payment transactions.

You can include two types of data storage fields in a customer profile:

- merchantSecureData\_field1 to 4—CyberSource encrypts this data before storing it in the database. The validation performed on these fields is a size check. Fields 1 to 3 are string (100) and the fourth field is string (2K). You can include any data in the encrypted fields.
- merchantDefinedData\_field1 to 4—CyberSource does not encrypt these fields before storing them in the database. Legal limitations exist on the type of data that you can include in the unencrypted fields.



Merchant-defined data fields are not intended to and **MUST NOT** be used to capture personally identifying information. Accordingly, merchants are prohibited from capturing, obtaining, and/or transmitting any personally identifying information in or via the merchant-defined data fields. Personally identifying information includes, but is not limited to, card number, social security number, driver's license number, state-issued identification number, passport number, and card verification numbers (CVV, CVC2, CVV2, CID, CVN). In the event CyberSource discovers that a merchant is capturing and/or transmitting personally identifying information via the merchant-defined data fields, intentionally or not, CyberSource **WILL** immediately suspend the merchant's account, which will result in a rejection of any and all transaction requests submitted by the merchant after the point of suspension.

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When you create a customer profile based on an existing transaction, the merchant-defined data fields are not transferred to the new customer profile.

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## Visa Bill Payment Program

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This feature is a transaction indicator for specific authorization or credit requests that Visa wants to differentiate from other types of purchases and credits. Customers can use their Visa cards to pay bills, such as monthly utility bills. Visa requests that you flag the bill payments and credits so that they can be easily identified.

When you create a customer profile using a Visa card, set the **recurringsubscriptionInfo\_billPayment** to **true**. This value is case sensitive.

When you process a one-time payment, set the **ccAuthService\_billPayment** field to **true**. This value is case sensitive.

When you process a one-time credit, set the **ccCreditService\_billPayment** field to **true**. This value is case sensitive.

For more information about the Visa Bill payment Program and the processors that support it, see *Credit Card Services Using the Simple Order API* ([PDF](#) | [HTML](#)).

## Customer Profile Sharing

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**Important**

Contact CyberSource Customer Support to enable your account for profile sharing.

When you create a customer profile, your CyberSource merchant ID is associated with that profile. You can share customer profiles among merchant IDs, and you can access customer profiles that were created with other CyberSource merchant IDs.

You can:

- Create a customer subscription by converting an existing transaction that was processed with a CyberSource merchant ID other than your own.
- Retrieve customer profile information—in your request include your merchant ID and the profile ID of the customer profile (see ["Retrieving a Customer Profile," page 30](#)). If the customer profile is not enabled for profile sharing, CyberSource returns the reason code 150 (see ["Reason Codes," page 56](#)).
- Update customer profile information—in your request include your merchant ID and the profile ID of the customer profile (see ["Updating a Customer Profile," page 24](#)). If the customer profile is not enabled for profile sharing, CyberSource returns the reason code 150 (see ["Reason Codes," page 56](#)).



- Perform an on-demand transaction using the customer profile—in your request include your merchant ID and the profile ID of the customer profile (see "[Requesting an On-Demand Transaction](#)," page 28). If the customer profile is not enabled for profile sharing, CyberSource returns the reason code 150 (see "[Reason Codes](#)," page 56).

You cannot delete a customer profile that has a merchant ID other than your own.

## Account Updater

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CyberSource Account Updater is integrated with the Payment Tokenization functionality so that your customer profiles can be kept up-to-date with the latest credit card data changes. These changes can include a new expiration date, a new credit card number, or a brand change such as a change from Visa to Mastercard.

You can use the Account Updater REST API to submit a batch of profile IDs (tokens) to be processed by the Account Updater service, or CyberSource can configure your account to automatically update your customer profiles with updated credit card data. See the *Account Updater User Guide* ([PDF](#) | [HTML](#)).

# API Fields

The Payment Tokenization service names in the API field tables have been shortened:

Service Name	Shortened Service Name
paySubscriptionCreateService	Create
paySubscriptionDeleteService	Delete
paySubscriptionUpdateService	Update
paySubscriptionRetrieveService	Retrieve

## Data Type Definitions

For more information about these data types, see the [World Wide Web Consortium \(W3C\) XML Schema Part 2: Datatypes specification](#).

Data Type	Description
Integer	Whole number {..., -3, -2, -1, 0, 1, 2, 3, ...}
String	Sequence of letters, numbers, spaces, and special characters

## Request Fields

**Table 3 Request Fields**

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
billTo_city	City of the billing address. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.	Create (R) <sup>1</sup> Update (O)	String (50)
billTo_company	Name of the customer's company.	Create (O) Update (O)	String (60)
billTo_companyTaxID	Tax identifier for the customer's company. <b>Important</b> Contact your TeleCheck representative to find out whether this field is required or optional.	Create (see description) Update (see description)	String (9)
billTo_country	Country code for the shipping address. Use the two-character <a href="#">ISO country codes</a> . <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.	Create (R) <sup>1</sup> Update (O)	String (2)
billTo_customerID	Your identifier for the customer.	Create (O) Update (O)	String (100)
billTo_dateOfBirth	Customer date of birth. Format: YYYY-MM-DD or YYYYMMDD	Create (O) Update (O)	String (10)
billTo_driversLicenseNumber	Customer's driver's license number. <b>Important</b> Contact your TeleCheck representative to find out whether this field is required or optional.	Create (see description) Update (see description)	String (30)
billTo_driversLicenseState	State or province in which the customer's driver's license was issued. Use the two-character <a href="#">ISO state and province code</a> . <b>Important</b> Contact your TeleCheck representative to find out whether this field is required or optional.	Create (see description) Update (see description)	String (2)

<sup>1</sup> This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
billTo_email	Customer email address. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.	Create (R) <sup>1</sup> Update (O)	String (255)
billTo_firstName	Customer first name. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.	Create (R) <sup>1</sup> Update (O)	String (60)
billTo_lastName	Customer last name. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.	Create (R) <sup>1</sup> Update (O)	String (60)
billTo_phoneNumber	Customer phone number. When creating a customer profile, the requirements depend on the payment method: <ul style="list-style-type: none"> <li>■ Credit cards—optional.</li> <li>■ Electronic checks—contact your payment processor representative to find out if this field is required or optional.</li> </ul>	Create (see description) Update (see description)	String (15)
billTo_postalCode	Postal code for the billing address. The postal code must consist of 5 to 9 digits. If the billing country is the U.S., the 9-digit postal code must follow this format: [5 digits][dash][4 digits] <b>Example</b> 12345-6789 If the billing country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space][numeric][alpha][numeric] <b>Example</b> A1B 2C3 <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.	Create (R) <sup>1</sup> Update (O)	String (10)

<sup>1</sup> This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
billTo_state	<p>State or province in the billing address. Use the two-character <a href="#">ISO state and province code</a>.</p> <p><b>Important</b> Required when the billing country is the U.S. or Canada; otherwise, optional.</p> <p><b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>	<p>Create (See description)<sup>1</sup></p> <p>Update (O)</p>	String (2)
billTo_street1	<p>First line of the billing address.</p> <p><b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>	<p>Create (R)<sup>1</sup></p> <p>Update (O)</p>	<p>Moneris: String (50)</p> <p>All other processors: String (60)</p>
billTo_street2	<p>Second line of the billing address.</p>	<p>Create (O)</p> <p>Update (O)</p>	<p>Moneris: String (50)</p> <p>All other processors: String (60)</p>
businessRules_declineAVSFlags	<p>List of AVS codes that cause the customer profile creation request to be declined for AVS reasons. Use a space to separate the codes in the list. Use this field only if you are using automatic preauthorization. See <a href="#">"AVS and CVN Codes," page 59</a>.</p> <p><b>Important</b> You must include the value N in the list if you want to receive declines for the AVS code N.</p>	<p>Create (O)</p>	String (255)

<sup>1</sup> This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
businessRules_ignoreAVSResult	<p>Indicates whether CyberSource should ignore the results of the AVS check and create the customer profile even if the credit card does not pass the AVS check. Use this field only if you are using automatic preauthorization.</p> <p><b>Important</b> Do not use this field if you are using Smart Authorization to alert you to authorizations that fail AVS or CVN checks.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>■ true: Ignore the results of the AVS check and create the customer profile.</li> <li>■ false (default): If the AVS check fails, do not create the customer profile.</li> </ul> <p>When this value is true, the list in the <b>businessRules_declineAVSFlags</b> field is ignored.</p>	Create (O)	String (5)
card_accountNumber	Card account number.	Create (R for card payments) Update (O)	String (20)
<p>1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>			

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
card_cardType	<p>Type of card to authorize. For more information about which cards can be handled by each processor, see <a href="#">"Supported Processors and Payment Methods," page 12.</a></p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>■ 001: Visa</li> <li>■ 002: Mastercard, Eurocard—European regional brand of Mastercard</li> <li>■ 003: American Express</li> <li>■ 004: Discover</li> <li>■ 005: Diners Club</li> <li>■ 006: Carte Blanche</li> <li>■ 007: JCB</li> <li>■ 014: EnRoute</li> <li>■ 021: JAL</li> <li>■ 024: Maestro (UK Domestic)</li> <li>■ 031: Delta—use this value only for Global Collect. For other processors, use 001 for all Visa card types.</li> <li>■ 033: Visa Electron</li> <li>■ 034: Dankort</li> <li>■ 036: Cartes Bancaires</li> <li>■ 037: Carta Si</li> <li>■ 042: Maestro (International)</li> <li>■ 043: GE Money UK card—before setting up your system to work with GE Money UK cards, contact the CyberSource UK Support Group.</li> <li>■ 050: Hipercard—supported only by the Comercio Latino processor.</li> <li>■ 051: Aura—supported only by the Comercio Latino processor.</li> <li>■ 054: Elo—supported only by the Comercio Latino processor.</li> </ul>	<p>Create (R for card payments)</p> <p>Update (O)</p>	String (3)

<sup>1</sup> This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See [Relaxed Requirements for Address Data and Expiration Date](#). **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
card_cvIndicator	<p>Indicates whether a card verification number was included in the request. Possible values:</p> <ul style="list-style-type: none"> <li>■ 0 (default): CVN service not requested. This default is used if you do not include <b>card_cvNumber</b> in the request.</li> <li>■ 1 (default): CVN service requested and supported. This default is used if you include <b>card_cvNumber</b> in the request.</li> <li>■ 2: CVN on credit card is illegible.</li> <li>■ 9: CVN was not imprinted on credit card.</li> </ul>	Create (O)	String with numbers only (1)
card_cvNumber	<p>Card verification number. Include this field only if you are using automatic preauthorization and want to run the CVN check. See <a href="#">"Validating a Customer Profile," page 18</a>.</p> <p>Do not include this field if your processor is Global Collect.</p>	Create (O)	String with numbers only (4)
card_expirationMonth	<p>Expiration month.</p> <p>Format: MM</p> <p><b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>	Create (R for card payments) Update <sup>1</sup>	String (2)
card_expirationYear	<p>Expiration year.</p> <p>Format: YYYY</p> <p><b>FDC Nashville Global and FDMS South</b> You can send in 2 digits or 4 digits. When you send in 2 digits, they must be the last 2 digits of the year.</p> <p><b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>	Create (R for card payments) Update <sup>1</sup>	FDC Nashville Global and FDMS South: String (See description) All other processors: String (4)

<sup>1</sup> This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.



Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
card_issueNumber	Indicates the number of times a Maestro (UK Domestic) card has been issued to the account holder. The card might or might not have an issue number; the field is required if the card has an issue number. The number can consist of one or two digits, and the first digit might be a zero. Include exactly what is printed on the card—a value of 2 is different than a value of 02. Do not include the field, even with a blank value, if the card is not a Maestro (UK Domestic) card.	Create (see description) Update (O)	String (5)
card_startMonth	Month of the start of the Maestro (UK Domestic) card validity period. The card might or might not have a start date printed on it; the field is required if the card has a start date. Do not include the field, even with a blank value, if the card is not a Maestro (UK Domestic) card.  Format: MM  Possible values: 01 to 12.	Create (see description) Update (O)	Integer (2)
card_startYear	Year of the start of the Maestro (UK Domestic) card validity period. The card might or might not have a start date printed on it; the field is required if the card has a start date. Do not include the field, even with a blank value, if the card is not a Maestro (UK Domestic) card.  Format: YYYY	Create (see description) Update (O)	Integer (4)
check_accountNumber	Checking account number.	Create (R for eCheck payments) Update (O)	String (17)
check_accountType	Checking account type. Possible values: <ul style="list-style-type: none"> <li>■ C: checking</li> <li>■ S: savings (USD only)</li> <li>■ X: corporate checking (USD only)</li> <li>■ G: general ledger</li> </ul>	Create (R for eCheck payments) Update (O)	String (1)
<p>1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>			

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
check_bankTransitNumber	Bank routing number. This value is also known as the <i>transit number</i> .	Create R for eCheck payments Update (O)	String (9)
check_secCode	<p><b>Important</b> This field is required if your processor is TeleCheck.</p> <p>Code that specifies the authorization method for the transaction. Possible values:</p> <ul style="list-style-type: none"> <li>■ CCD: Corporate cash disbursement—charge or credit to a business checking account. You can use one-time or recurring CCD transactions to transfer funds to or from a corporate entity.</li> <li>■ PPD: Prearranged payment and deposit entry—charge or credit to a personal checking or savings account. You can originate a PPD entry only when the payment and deposit terms between you and the customer are prearranged. A written authorization from the customer is required for one-time transactions.</li> <li>■ TEL: Telephone-initiated entry—one-time charge to a personal checking or savings account. You can originate a TEL entry only when there is a business relationship between you and the customer or when the customer initiates a telephone call to you. For a TEL entry, you must obtain a payment authorization from the customer over the telephone.</li> <li>■ WEB: Internet-initiated entry—charge to a personal checking or savings account. You can originate a one-time or recurring WEB entry when the customer initiates the transaction over the Internet. For a WEB entry, you must obtain payment authorization from the customer over the Internet.</li> </ul>	Create (R) Update (O)	String (3)

1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
decisionManager_enabled	<p>Indicates whether to use Smart Authorization for a customer profile.</p> <p>Use this field only if you are using Smart Authorization and are configured to use automatic preauthorizations as described in <a href="#">"Automatically Preauthorizing an Account,"</a> page 19. Also see <a href="#">"Supported Processors and Payment Methods,"</a> page 12.</p> <p>If your account is enabled for Smart Authorization, Smart Authorization will be used on the preauthorization that occurs before the customer profile is created. You can use this field to turn off Smart Authorization for the preauthorization for this specific customer profile. Possible values:</p> <ul style="list-style-type: none"> <li>■ false: Do not use Smart Authorization for this customer profile.</li> <li>■ true (default): Use Smart Authorization for this customer profile. <i>Decision Manager Using the Simple Order API Developer Guide</i> (<a href="#">PDF</a>   <a href="#">HTML</a>)</li> </ul>	Create (O)	String (5)
ignoreCardExpiration	<p>Indicates whether to ignore a card expiration date when creating a subscription.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>■ false: Do not ignore the card expiration date.</li> <li>■ true: Ignore the card expiration date.</li> </ul> <p><b>Note</b> If set to true, the <b>paySubscriptionCreateService_disableAutoAuth</b> field must also be set to true.</p>	Create (O)	String (5)
invoiceHeader_merchantDescriptorAlternate	For the description, used-by information, data type, and length, see Merchant Descriptors in <i>Credit Card Services User Guide</i> ( <a href="#">PDF</a>   <a href="#">HTML</a> ).	Create Retrieve Update Delete	
<p>1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. <b>Important</b> It is your responsibility to determine whether a field is required for the transaction you are requesting.</p>			

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
item_0_unitPrice	Use this field or the <b>purchaseTotals_grandTotalAmount</b> field to specify the amount for a setup fee or for a manual preauthorization. These features are not available for all payment methods. See <a href="#">"Charging a Setup Fee," page 18</a> , and <a href="#">"Manually Preauthorizing an Account," page 20</a> .	Create (see description) Update (O)	String (15)
merchantDefinedData_field1 merchantDefinedData_field2 merchantDefinedData_field3 merchantDefinedData_field4	Four fields that you can use to store information. These values are displayed on the <b>Subscription Transaction Details</b> page on the Business Center. To understand the different kinds of data storage fields see <a href="#">"Optional Data Storage," page 31</a> .  <b>Warning</b> Merchant-defined data fields are not intended to and MUST NOT be used to capture personally identifying information. Accordingly, merchants are prohibited from capturing, obtaining, and/or transmitting any personally identifying information in or via the merchant-defined data fields. Personally identifying information includes, but is not limited to, card number, bank account number, social security number, driver's license number, state-issued identification number, passport number, and card verification numbers (CVV, CVC2, CVV2, CID, CVN). In the event CyberSource discovers that a merchant is capturing and/or transmitting personally identifying information via the merchant-defined data fields, whether or not intentionally, CyberSource WILL immediately suspend the merchant's account, which will result in a rejection of any and all transaction requests submitted by the merchant after the point of suspension.  <b>Note</b> If you are creating a customer profile based on an existing transaction, the merchant-defined data fields do not get transferred to the new customer profile.	Create (O) Update (O)	String (255)

<sup>1</sup> This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See [Relaxed Requirements for Address Data and Expiration Date](#). **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
merchantID	Your CyberSource merchant ID.	Required for all services	String (30)
merchantReferenceCode	Merchant-generated order reference or tracking number.	Required for all services	String (50)
merchantSecureData_field1 merchantSecureData_field2 merchantSecureData_field3	Storage fields for any type of data. The only validation performed on these fields is a size check. The data is encrypted before it is stored in the database. To understand the different kinds of data storage fields see <a href="#">"Optional Data Storage," page 31.</a>	Create (O) Update (O)	String (100)
merchantSecureData_field4	Storage field for any type of data. The only validation performed on this field is a size check. The data is encrypted before it is stored in the database. To understand the different kinds of data storage fields see <a href="#">"Optional Data Storage," page 31.</a>  <b>Note</b> The maximum number of characters allowed is 2048.	Create (O) Update (O)	String (2K)
paySubscriptionCreateService_disableAutoAuth	Indicates whether to turn off the preauthorization check when creating this customer profile, as described in <a href="#">"Optional Data Storage," page 31.</a> Use this field if your CyberSource account is configured for automatic preauthorizations but for this specific customer profile you want to override that setting. Possible values: <ul style="list-style-type: none"> <li>■ false: No, go ahead and perform the preauthorization for this customer profile.</li> <li>■ true: Yes, turn off the preauthorization check for this customer profile.</li> </ul>	Create (O)	String (5)
paySubscriptionCreateService_paymentRequestID	The <b>requestID</b> value returned from a previous request for a credit card authorization. This value links the previous request to the current follow-on request.  <b>Important</b> This field is required when converting an existing authorization to a customer profile.	Create (see description)	String (26)
purchaseTotals_currency	Currency used by the customer.	Create (R) Update (O)	String (5)

1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
purchaseTotals_ grandTotalAmount	Use this field or <b>item_0_unitPrice</b> to specify the amount for a setup fee or for a manual preauthorization. These features are not available for all payment methods. See <a href="#">"Validating a Customer Profile," page 18.</a>	Create (see description) Update (O)	String (15)
recurringSubscriptionInfo_ amount	Amount of the customer profile payments. This value can be 0.	Create (R) Update (O)	String (15)
recurringSubscriptionInfo_ billPayment	Flag that indicates that this is a payment for a bill or for an existing contractual loan. See <a href="#">"Visa Bill Payment Program," page 32.</a> This value is case sensitive. Possible values: <ul style="list-style-type: none"> <li>■ false (default): Not a bill payment or loan payment.</li> <li>■ true: Bill payment or loan payment.</li> </ul>	Create (O) Update (O)	String (1)
recurringSubscriptionInfo_ frequency	Frequency of payments for the customer profile. Value: on-demand.	Create (R)	String (20)
recurringSubscriptionInfo_ subscriptionID	Value that identifies the customer profile for which the service is being requested. This value was sent to you when the customer profile was created.	Update (R) Retrieve (R)	String (26)
shipTo_city	City of the shipping address.	Create (O) Update (O)	String (50)
shipTo_country	Country code for the shipping address. Use the two-character <a href="#">ISO country codes.</a>	Create (O) Update (O)	String (2)
shipTo_firstName	First name of the person receiving the product.	Create (O) Update (O)	String (60)
shipTo_lastName	Last name of the person receiving the product.	Create (O) Update (O)	String (60)

1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 3 Request Fields (Continued)

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
shipTo_phoneNumber	<p>Phone number of the person receiving the product. When creating a customer profile, the requirements depend on the payment method:</p> <ul style="list-style-type: none"> <li>■ Credit cards—optional.</li> <li>■ Electronic checks—contact your payment processor representative to find out if this field is required or optional.</li> </ul>	<p>Create (see description)</p> <p>Update (see description)</p>	String (15)
shipTo_postalCode	<p>Postal code for the shipping address. The postal code must consist of 5 to 9 digits.</p> <p>If the billing country is the U.S., the 9-digit postal code must follow this format: [5 digits][dash][4 digits]</p> <p><b>Example</b> 12345-6789</p> <p>If the billing country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space] [numeric][alpha][numeric]</p> <p><b>Example</b> A1B 2C3</p> <p>If the postal code for the shipping address is not included in the request message, CyberSource uses the postal code for the billing address. If the postal code for the billing address is not included in the request message, the postal code for the shipping address is required.</p>	<p>Create (O)</p> <p>Update (O)</p>	String (10)
shipTo_state	<p>State or province in the shipping address. Use the two-character <a href="#">ISO state and province code</a>.</p>	<p>Create (O)</p> <p>Update (O)</p>	String (2)
shipTo_street1	<p>First line of the street address in the shipping address.</p>	<p>Create (O)</p> <p>Update (O)</p>	String (60)
shipTo_street2	<p>Second line of the street address in the shipping address.</p>	<p>Create (O)</p> <p>Update (O)</p>	String (60)

1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See Relaxed Requirements for Address Data and Expiration Date. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

**Table 3 Request Fields (Continued)**

Field Name	Description	Used By & Required (R)/ Optional (O)	Data Type & Length
subscription_paymentMethod	Method of payment. See <a href="#">"Supported Processors and Payment Methods," page 12.</a>  Possible values: <ul style="list-style-type: none"> <li>■ credit card (default when creating a customer profile)</li> <li>■ check</li> <li>■ other</li> </ul>	Create (see description)  Update (O)	String (20)
subscription_title	Name or title for the customer profile.	Create (O)  Update (O)	String (60)

1 This field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See [Relaxed Requirements for Address Data and Expiration Date](#). **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

## Reply Fields

**Table 4 Reply Fields**

Field Name	Description	Returned by	Data Type & Length
ccAuthReply_amount	Amount that was authorized.	Create	String (15)
ccAuthReply_authorizationCode	Authorization code. Returned only when the processor returns this value. For encoded account numbers and zero amount authorizations, see the <i>Credit Card Services User Guide</i> ( <a href="#">PDF</a>   <a href="#">HTML</a> ).	Create	String (7)
ccAuthReply_authorizationDateTime	Time of authorization.	Create	String (20)
ccAuthReply_avsCode	AVS results. See <a href="#">"AVS and CVN Codes," page 59.</a>	Create	String (1)
ccAuthReply_avsCodeRaw	AVS result code sent directly from the processor. See <a href="#">"AVS and CVN Codes," page 59.</a>	Create	String (1)



Table 4 Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
ccAuthReply_processorResponse	For most processors, this is the error message sent directly from the bank. Returned only when the processor returns this value.  <b>Important</b> Do not use this value to evaluate the result of the transaction.	Create	String (10)
ccAuthReply_reasonCode	Numeric value corresponding to the result of the authorization request. See " <a href="#">Reason Codes</a> ," page 56.	Create	Integer (5)
ccAuthReply_reconciliationID	Reference number for the transaction. This value is not returned for all processors.  See <i>Getting Started with CyberSource Essentials</i> ( <a href="#">PDF</a>   <a href="#">HTML</a> ) for information about order tracking and reconciliation.	Create	String (60)
ccCaptureReply_amount	Amount that was captured.	Create	String (15)
ccCaptureReply_reasonCode	Numeric value corresponding to the result of the capture request. See " <a href="#">Reason Codes</a> ," page 56.	Create	Integer (5)
ccCaptureReply_reconciliationID	Reference number for the transaction. This value is not returned for all processors.  See <i>Getting Started with CyberSource Essentials</i> ( <a href="#">PDF</a>   <a href="#">HTML</a> ) for information about order tracking and reconciliation.	Create	String (60)
ccCaptureReply_requestDateTime	Time of capture.	Create	String (20)
decision	Summarizes the overall results for the request. Possible values: <ul style="list-style-type: none"><li>■ ACCEPT</li><li>■ ERROR</li><li>■ REJECT</li></ul>	All services	String (6)
invalidField_0...N	Fields in the request that contained invalid values. These reply fields are included as an aid to software developers only. Do not use these fields to communicate with customers.	All services	String (100)
merchantReferenceCode	Order reference or tracking number that you provided in the request.	All services	String (50)
missingField_0...N	Required fields that were missing from the request. These reply fields are included as an aid to software developers only. Do not use these fields to communicate with customers.	All services	String (100)

Table 4 Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscriptionCreateReply_reasonCode	Numeric value corresponding to the result of the service request. See <a href="#">"Reason Codes," page 56.</a>	Create	Integer (5)
paySubscriptionCreateReply_subscriptionID	Identifier for the customer profile.	Create	String (26)
paySubscriptionDeleteReply_reasonCode	Numeric value corresponding to the result of the service request. See <a href="#">"Reason Codes," page 56.</a>	Delete	Integer (5)
paySubscriptionDeleteReply_subscriptionID	Identifier for the customer profile.	Delete	String (26)
paySubscriptionRetrieveReply_merchantDefinedDataField1	Four fields for storing information. To understand the kinds of data storage fields see <a href="#">"Optional Data Storage," page 31.</a>	Retrieve	String (64)
paySubscriptionRetrieveReply_merchantDefinedDataField2			
paySubscriptionRetrieveReply_merchantDefinedDataField3			
paySubscriptionRetrieveReply_merchantDefinedDataField4			
paySubscriptionRetrieveReply_merchantSecureDataField1	Data that was encrypted. CyberSource decrypts the data before returning it. To understand the different kinds of data storage fields see <a href="#">"Optional Data Storage," page 31.</a>	Retrieve	String (100)
paySubscriptionRetrieveReply_merchantSecureDataField2			
paySubscriptionRetrieveReply_merchantSecureDataField3			
paySubscriptionRetrieveReply_postalCode	Postal code of the billing address.	Retrieve	String (10)
paySubscriptionRetrieveReply_approvalRequired	This field is not meaningful for customer profiles.	Retrieve	String (5)
paySubscriptionRetrieveReply_automaticRenew	This field is not meaningful for customer profiles.	Retrieve	String (5)
paySubscriptionRetrieveReply_billPayment	Indicates whether the payments for this customer profile are for the Visa Bill Payment program. Possible values: <ul style="list-style-type: none"> <li>■ N (default): Not a Visa Bill Payment.</li> <li>■ Y: Visa Bill Payment.</li> </ul> See <a href="#">"Visa Bill Payment Program," page 32.</a>	Retrieve	String (1)
paySubscriptionRetrieveReply_cardAccountNumber	Card account number.	Retrieve	String (20)

**Table 4 Reply Fields (Continued)**

Field Name	Description	Returned by	Data Type & Length
paySubscriptionRetrieveReply_ cardExpirationMonth	Expiration month for the card. Format: MM	Retrieve	Integer (2)
paySubscriptionRetrieveReply_ cardExpirationYear	Expiration year for the card. Format: YYYY	Retrieve	Integer (4)
paySubscriptionRetrieveReply_ cardIssueNumber	Issue number for the Maestro (UK Domestic) card.	Retrieve	String (5)
paySubscriptionRetrieveReply_ cardStartMonth	Start month for the Maestro (UK Domestic) card. Format: MM	Retrieve	Integer (2)
paySubscriptionRetrieveReply_ cardStartYear	Start year for the Maestro (UK Domestic) card. Format: YYYY	Retrieve	Integer (4)
paySubscriptionRetrieveReply_ cardType	Card type.	Retrieve	String (3)
paySubscriptionRetrieveReply_ checkAccountNumber	Bank account number.	Retrieve	Numeric (17)
paySubscriptionRetrieveReply_ checkAccountType	Account type. Possible values: <ul style="list-style-type: none"> <li>■ C: checking</li> <li>■ S: savings (USD only)</li> <li>■ X: corporate checking (USD only)</li> </ul>	Retrieve	String (1)
paySubscriptionRetrieveReply_ checkAuthenticateID	Identification number returned when an Authenticate request is processed and returned in subsequent monetary transactions.	Retrieve	Numeric (32)
paySubscriptionRetrieveReply_ checkBankTransitNumber	Bank routing number.	Retrieve	Numeric (9)

Table 4 Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscriptionRetrieveReply_ checkSecCode	<p>Code that specifies the authorization method for the transaction. Possible values:</p> <ul style="list-style-type: none"> <li>■ CCD: Corporate cash disbursement—A charge or credit against a business checking account. You can use one-time or recurring CCD transactions to transfer funds to or from a corporate entity. A standing authorization is required for recurring transactions.</li> <li>■ PPD: Prearranged payment and deposit entry—A charge or credit against a personal checking or savings account. You can originate a PPD entry only when the payment and deposit terms between you and the customer are prearranged. A written authorization from the customer is required for one-time transactions and a written standing authorization is required for recurring transactions.</li> <li>■ TEL: Telephone-initiated entry—A one-time charge against a personal checking or savings account. You can originate a TEL entry only when there is a business relationship between you and the customer or when the customer initiates a telephone call to you. For a TEL entry, you must obtain a payment authorization from the customer over the telephone. There is no recurring billing option for TEL.</li> <li>■ WEB: Internet-initiated entry—A charge against a personal checking or savings account. You can originate a one-time or recurring WEB entry when the customer initiates the transaction over the Internet. For a WEB entry, you must obtain payment authorization from the customer over the Internet.</li> </ul>	Retrieve	String (3)
paySubscriptionRetrieveReply_ city	City of the customer's address.	Retrieve	String (50)
paySubscriptionRetrieveReply_ comments	Comments that you included for the customer profile.	Retrieve	String (255)
paySubscriptionRetrieveReply_ companyName	Name of the customer's company.	Retrieve	String (40)

**Table 4 Reply Fields (Continued)**

Field Name	Description	Returned by	Data Type & Length
paySubscriptionRetrieveReply_ companyTaxID	Company tax identifier.	Retrieve	Numeric (9)
paySubscriptionRetrieveReply_ country	Country code for the billing address. Use the two-character <a href="#">ISO codes</a> .	Retrieve	String (2)
paySubscriptionRetrieveReply_ currency	Currency used by the customer.	Retrieve	String (5)
paySubscriptionRetrieveReply_ customerAccountID	Your identifier for the customer.	Retrieve	String (50)
paySubscriptionRetrieveReply_ dateOfBirth	Date of birth of the customer. Format: YYYY-MM-DD or YYYYMMDD.	Retrieve	String (10)
paySubscriptionRetrieveReply_ driversLicenseNumber	Driver's license number of the customer.	Retrieve	String (30)
paySubscriptionRetrieveReply_ driversLicenseState	State or province in which the customer's driver's license was issued.	Retrieve	String (2)
paySubscriptionRetrieveReply_ email	Customer's email address.	Retrieve	String (255)
paySubscriptionRetrieveReply_ endDate	This field is not meaningful for customer profiles.	Retrieve	String (8)
paySubscriptionRetrieveReply_ firstName	Customer first name.	Retrieve	String (60)
paySubscriptionRetrieveReply_ frequency	Frequency of payments for the customer profile. Possible value: <ul style="list-style-type: none"> <li>■ on-demand: No payment schedule</li> </ul>	Retrieve	String (20)
paySubscriptionRetrieveReply_ lastName	Customer last name.	Retrieve	String (60)
paySubscriptionRetrieveReply_ merchantReferenceCode	Merchant-generated order reference or tracking number.	Retrieve	String (50)
paySubscriptionRetrieveReply_ merchantSecureDataField4	Data that was encrypted. CyberSource decrypts the data before returning it. To understand the different kinds of data storage fields see <a href="#">"Optional Data Storage," page 31</a> .	Retrieve	String (2048)
paySubscriptionRetrieveReply_ merchantSecureDataField4	Data that was encrypted. CyberSource decrypts the data before returning it. See <a href="#">"Optional Data Storage," page 31</a> .	Retrieve	String (2k)

Table 4 Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscriptionRetrieveReply_ownerMerchantID	CyberSource merchant ID that was used to create the customer profile for which the service was requested. This field is returned only if you are using profile sharing and only if you requested this service for a customer profile that was created with a CyberSource merchant ID for which sharing is enabled. See " <a href="#">Customer Profile Sharing</a> ," page 32.	Retrieve	String (30)
paySubscriptionRetrieveReply_phoneNumber	Customer's phone number.	Retrieve	String (20)
paySubscriptionRetrieveReply_reasonCode	Numeric value corresponding to the result of the service request. See " <a href="#">Reason Codes</a> ," page 56.	Retrieve	Integer (5)
paySubscriptionRetrieveReply_recurringAmount	Payment amount for the customer profile.	Retrieve	String (15)
paySubscriptionRetrieveReply_setupAmount	Amount of the setup fee.	Retrieve	String (15)
paySubscriptionRetrieveReply_shipToCity	City of the shipping address.	Retrieve	String (50)
paySubscriptionRetrieveReply_shipToCompany	Name of the company that is receiving the product.	Retrieve	String (60)
paySubscriptionRetrieveReply_shipToCountry	Country code for the shipping address. Use the two-character <a href="#">ISO codes</a> .	Retrieve	String (2)
paySubscriptionRetrieveReply_shipToFirstName	First name of the person receiving the product.	Retrieve	String (60)
paySubscriptionRetrieveReply_shipToLastName	Last name of the person receiving the product.	Retrieve	String (60)
paySubscriptionRetrieveReply_shipToPostalCode	Postal code in the shipping address.	Retrieve	String (10)
paySubscriptionRetrieveReply_shipToState	State or province of shipping address. Use the <a href="#">two-character ISO</a> state and province codes.	Retrieve	String (2)
paySubscriptionRetrieveReply_shipToStreet1	First line of the shipping address.	Retrieve	String (60)
paySubscriptionRetrieveReply_shipToStreet2	Second line of the shipping address.	Retrieve	String (60)
paySubscriptionRetrieveReply_startDate	This field is not meaningful for customer profiles.	Retrieve	String (8)
paySubscriptionRetrieveReply_state	State or province of billing address. Use the <a href="#">two-character ISO</a> state and province codes.	Retrieve	String (2)

Table 4 Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscriptionRetrieveReply_status	Status of the customer profile. Possible values: <ul style="list-style-type: none"> <li>Cancelled: The customer profile has been canceled.</li> <li>Current: The customer profile is active.</li> <li>Superseded: The profile ID for the customer profile has been superseded with a new profile ID.</li> </ul>	Retrieve	String (9)
paySubscriptionRetrieveReply_subscriptionID	Identifier for the customer profile.	Retrieve	String (16 or 22)
paySubscriptionRetrieveReply_subscriptionIDNew	Identifier for the customer profile. <b>Note</b> This 16-digit profile ID supersedes the previous profile ID for the same customer profile.	Retrieve	String (16)
paySubscriptionRetrieveReply_title	Name or title for the customer profile.	Retrieve	String (60)
paySubscriptionUpdateReply_ownerMerchantID	CyberSource merchant ID that was used to create the customer profile for which the service was requested. This field is returned only if you are using profile sharing and only if you requested this service for a customer profile that was created with a CyberSource merchant ID for which sharing is enabled. See " <a href="#">Customer Profile Sharing</a> ," page 32.	Update	String (30)
paySubscriptionUpdateReply_reasonCode	Numeric value corresponding to the result of the service request. See " <a href="#">Reason Codes</a> ," page 56.	Update	Integer (5)
paySubscriptionUpdateReply_subscriptionID	Identifier for the customer profile.	Update	String (16 or 22)
paySubscriptionUpdateReply_subscriptionIDNew	Identifier for the customer profile. <b>Note</b> This 16-digit profile ID supersedes the previous profile ID for the same customer profile.	Update	String (16)
reasonCode	Numeric value corresponding to the result of the entire request. See " <a href="#">Reason Codes</a> ," page 56.	All services	Integer (5)
requestID	Identifier for the request.	All services	String (26)
requestToken	Request token data created by CyberSource for each reply. The field is an encoded string that contains no confidential information, such as an account or card verification number.	All Services	String (256)

## Reason Codes

The following table describes the reason codes returned by the Simple Order API for customer profiles. For a discussion of replies, decisions, and reason codes, see the information about handling replies in *Getting Started with CyberSource Essentials* ([PDF](#) | [HTML](#)).



### Important

Because CyberSource can add reply fields and reason codes at any time, you must:

- Parse the reply data according to the names of the fields instead of their order in the reply. For more information on parsing reply fields, see the documentation for your client.
- Program your error handler to use the **decision** field to determine the result if it receives a reason code that it does not recognize.



### Note

If your request includes other CyberSource services such as authorization or capture, the reply will include reason codes that pertain to those services. For more information, see the documentation for those services.

**Table 5 Reason Codes for the Simple Order API**

Reason Code	Description
100	Successful transaction.
101	Missing required fields.  Possible action: See the reply fields <b>missingField_0...N</b> for which fields are missing. Resend the request with the complete information.
102	Invalid data.  Possible action: See the reply fields <b>invalidField_0...N</b> for which fields are invalid. Resend the request with the correct information.
110	Partial amount approved.  Possible action: See " <a href="#">Supported Processors and Payment Methods</a> ," page 12.
150	General system failure.  See the documentation for your CyberSource client for information about how to handle retries in the case of system errors.
151	The request was received but there was a server timeout. This error does not include timeouts between the client and the server.  To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status at the Business Center. See the documentation for your CyberSource client for information about how to handle retries in the case of system errors.



**Table 5 Reason Codes for the Simple Order API (Continued)**

<b>Reason Code</b>	<b>Description</b>
152	The 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 at the Business Center. See the documentation for your CyberSource client for information about how to handle retries in the case of system errors.
200	The authorization request was approved by the issuing bank but declined by CyberSource because it did not pass the AVS check.  Possible action: You can capture the authorization, but consider reviewing the order for the possibility of fraud.
201	The issuing bank has questions about the request. You will not receive an authorization code programmatically, but you can obtain 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	Expired card.  Request a different card or other form of payment.
203	General decline of the card. No other information provided by the issuing bank.  Request a different card or other form of payment.
204	Insufficient funds in the account.  Request a different card or other form of payment.
205	Stolen or lost card.  Refer the transaction to your customer support center for manual review.
207	Issuing bank unavailable.  Wait a few minutes and resend the request.
208	Inactive card or card not authorized for card-not-present transactions.  Request a different card or other form of payment.
209	American Express Card Identification Digits (CIDs) did not match.  Request a different card or other form of payment.
210	The card has reached the credit limit.  Request a different card or other form of payment.
211	Invalid card verification number.  Request a different card or other form of payment.
220	The processor declined the request based on a general issue with the customer's account.  Request a different form of payment.
221	The customer matched an entry on the processor's negative file.  Review the order and contact the payment processor.

**Table 5 Reason Codes for the Simple Order API (Continued)**

<b>Reason Code</b>	<b>Description</b>
222	The customer's bank account is frozen. Review the order or request a different form of payment.
230	The authorization request was approved by the issuing bank but declined by CyberSource because it did not pass the CVN check. You can capture the authorization, but consider reviewing the order for the possibility of fraud.
231	Invalid account number. Request a different card or other form of payment.
232	The card type is not accepted by the payment processor. Contact your merchant bank to confirm that your account is set up to receive the card in question.
233	General decline by the processor. Request a different card or other form of payment.
234	There is a problem with your CyberSource merchant configuration. Do not resend the request. Contact Customer Support to correct the configuration problem.
236	Processor failure. Wait a few minutes and resend the request.
240	The card type sent is invalid or does not correlate with the card number. Confirm that the card type correlates with the card number specified in the request, then resend the request.
250	The request was received, but there was a timeout at the payment processor. To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status at the Business Center.

## AVS and CVN Codes

An issuing bank uses the AVS code to confirm that your customer is providing the correct billing address. If the customer provides incorrect data, the transaction might be fraudulent. The international and U.S. domestic Address Verification Service (AVS) codes are the Visa standard AVS codes, except for codes 1 and 2, which are CyberSource AVS codes. The standard AVS return codes for other types of credit cards (including American Express cards) are mapped to the Visa standard codes.



**Important**

When you populate billing street address 1 and billing street address 2, CyberSource through VisaNet concatenates the two values. If the concatenated value exceeds 40 characters, CyberSource through VisaNet truncates the value at 40 characters before sending it to Visa and the issuing bank. Truncating this value affects AVS results and therefore might impact risk decisions and chargebacks.

## International AVS Codes

These codes are returned only for Visa cards issued outside the U.S.

**Table 6 International AVS Codes**

Code	Response	Description
B	Partial match	Street address matches, but postal code is not verified.
C	No match	Street address and postal code do not match.
D & M	Match	Street address and postal code match.
I	No match	Address is not verified.
P	Partial match	Postal code matches, but street address is not verified.

## U.S. Domestic AVS Codes

**Table 7 Domestic AVS Codes**

Code	Response	Description
A	Partial match	Street address matches, but 5-digit and 9-digit postal codes do not match.
B	Partial match	Street address matches, but postal code is not verified.
C	No match	Street address and postal code do not match.
D & M	Match	Street address and postal code match.
E	Invalid	AVS data is invalid, or AVS is not allowed for this card type.
F	Partial match	Card member's name does not match, but billing postal code matches. Returned only for the American Express card type.

**Table 7 Domestic AVS Codes (Continued)**

<b>Code</b>	<b>Response</b>	<b>Description</b>
G		Not supported.
H	Partial match	Card member's name does not match, but street address and postal code match. Returned only for the American Express card type.
I	No match	Address not verified.
J	Match	Card member's name, billing address, and postal code match. Shipping information verified and chargeback protection guaranteed through the Fraud Protection Program. Returned only if you are registered to use AAV+ with the American Express Phoenix processor.
K	Partial match	Card member's name matches, but billing address and billing postal code do not match. Returned only for the American Express card type.
L	Partial match	Card member's name and billing postal code match, but billing address does not match. Returned only for the American Express card type.
M	Match	Street address and postal code match.
N	No match	One of the following: <ul style="list-style-type: none"> <li>■ Street address and postal code do not match.</li> <li>■ Card member's name, street address, and postal code do not match. Returned only for the American Express card type.</li> </ul>
O	Partial match	Card member's name and billing address match, but billing postal code does not match. Returned only for the American Express card type.
P	Partial match	Postal code matches, but street address not verified.
Q	Match	Card member's name, billing address, and postal code match. Shipping information verified but chargeback protection not guaranteed (Standard program). Returned only if you are registered to use AAV+ with the American Express Phoenix processor.
R	System unavailable	System unavailable.
S	Not supported	U.S.-issuing bank does not support AVS.
T	Partial match	Card member's name does not match, but street address matches. Returned only for the American Express card type.
U	System unavailable	Address information unavailable for one of these reasons: <ul style="list-style-type: none"> <li>■ The U.S. bank does not support non-U.S. AVS.</li> <li>■ The AVS in a U.S. bank is not functioning properly.</li> </ul>
V	Match	Card member's name, billing address, and billing postal code match. Returned only for the American Express card type.
W	Partial match	Street address does not match, but 9-digit postal code matches.

**Table 7 Domestic AVS Codes (Continued)**

Code	Response	Description
X	Match	Street address and 9-digit postal code match.
Y	Match	Street address and 5-digit postal code match.
Z	Partial match	Street address does not match, but 5-digit postal code matches.
1	Not supported	AVS is not supported for this processor or card type.
2	Unrecognized	The processor returned an unrecognized value for the AVS response.
3	Match	Address is confirmed. Returned only for PayPal Express Checkout.
4	No match	Address is not confirmed. Returned only for PayPal Express Checkout.

## CVN Codes

**Table 8 CVN Codes**

Code	Description
D	The transaction was considered suspicious by the issuing bank.
I	The CVN failed the processor's data validation.
M	The CVN matched.
N	The CVN did not match.
P	The CVN was not processed by the processor for an unspecified reason.
S	The CVN is on the card but was not included in the request.
U	Card verification is not supported by the issuing bank.
X	Card verification is not supported by the card association.
1	Card verification is not supported for this processor or card type.
2	An unrecognized result code was returned by the processor for the card verification response.
3	No result code was returned by the processor.

# Examples

## Name-Value Pair Examples

---

### Creating a Customer Profile without a Setup Fee

**Example 1 Request: Creating a Customer Profile without a Setup Fee**

---

```
billTo_firstName=John
billTo_lastName=Doe
billTo_street1=1295 Charleston Road
billTo_city=Mountain View
billTo_state=CA
billTo_postalCode=94043
billTo_country=US
billTo_email=null@cybersource.com
purchaseTotals_currency=USD
card_accountNumber=4111111111111111
card_expirationMonth=12
card_expirationYear=2018
card_cardType=001
merchantID=demoID
merchantReferenceCode=1111
recurringSubscriptionInfo_frequency=on-demand
paySubscriptionCreateService_run=true
```

---

**Example 2 Reply: Creating a Customer Profile without a Setup Fee**

---

```
decision=ACCEPT
merchantReferenceCode=1111
paySubscriptionCreateReply_reasonCode=100
paySubscriptionCreateReply_subscriptionID=0000562489861111
purchaseTotals_currency=USD
reasonCode=100
requestID=3790672461500176056470
```

---

## Creating a Customer Profile with a 5.00 Setup Fee

### Example 3 Request: Creating a Customer Profile with a 5.00 Setup Fee

---

```
billTo_firstName=John
billTo_lastName=Doe
billTo_street1=1295 Charleston Road
billTo_city=Mountain View
billTo_state=CA
billTo_postalCode=94043
billTo_country=US
billTo_email=null@cybersource.com
card_accountNumber=4111111111111111
card_expirationMonth=12
card_expirationYear=2018
card_cardType=001
merchantID=demoID
merchantReferenceCode=1111
purchaseTotals_grandTotalAmount=5.00
purchaseTotals_currency=USD
recurringSubscriptionInfo_frequency=on-demand
ccAuthService_run=true
ccCaptureService_run=true
paySubscriptionCreateService_run=true
```

---

### Example 4 Reply: Creating a Customer Profile with a 5.00 Setup Fee

---

```
ccAuthReply_amount=5.00
ccAuthReply_authorizationCode=888888
ccAuthReply_authorizedDateTime=2013-09-13T12:35:21Z
ccAuthReply_avsCode=X
ccAuthReply_reasonCode=100
ccAuthReply_reconciliationID=40372550MLIKQ25D
ccCaptureReply_amount=5.00
ccCaptureReply_reasonCode=100
ccCaptureReply_reconciliationID=40372550MLIKQ25D
ccCaptureReply_requestDateTime=2013-09-13T12:35:21Z
decision=ACCEPT
merchantReferenceCode=1111
paySubscriptionCreateReply_reasonCode=100
paySubscriptionCreateReply_subscriptionID=0000562549841111
purchaseTotals_currency=USD
reasonCode=100
requestID=3790757213580176056470
```

---

## Updating a Customer Profile

### Updating a Card Account Number

#### Example 5 Request: Updating a Card Account Number

---

```

merchantID=demoID
merchantReferenceCode=0001
card_accountNumber=4111111111111112
card_expirationMonth=12
card_expirationYear=2018
card_cardType=001
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionUpdateService_run=true

```

---

#### Example 6 Reply: Updating a Card Account Number

---

```

merchantReferenceCode=0001
requestID=3790686238410176056470
decision=ACCEPT
reasonCode=100
paySubscriptionUpdateReply_ownerMerchantID=demoID
paySubscriptionUpdateReply_reasonCode=100
paySubscriptionUpdateReply_subscriptionIDNew=0000458489191112

```

---

### Removing Card Expiration Dates

#### Example 7 Request: Removing Card Expiration Dates

---

```

merchantID=demoID
merchantReferenceCode=0001
card_expirationMonth=0
card_expirationYear=0
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionUpdateService_run=true

```

---

#### Example 8 Reply: removing Card Expiration Dates

---

```

merchantReferenceCode=0001
requestID=3790686238410176056470
decision=ACCEPT
reasonCode=100
paySubscriptionUpdateReply_ownerMerchantID=demoID
paySubscriptionUpdateReply_reasonCode=100
paySubscriptionUpdateReply_subscriptionIDNew=0000458489191112

```

---



## Updating an eCheck Account Number



**Important**

You can also update the routing number by including the new value in the **check\_bankTransitNumber** field as part of the update request.

---

### Example 9 Request: Updating an eCheck Account Number

```
merchantID=demoID
merchantReferenceCode=0001
check_accountNumber=32189375
recurringSubscriptionInfo_subscriptionID=0000562489861112
paySubscriptionUpdateService_run=true
```

---

### Example 10 Reply: Updating an eCheck Account Number

```
decision=ACCEPT
merchantReferenceCode=0001
paySubscriptionUpdateReply_reasonCode=100
paySubscriptionUpdateReply_subscriptionIDNew=0000562489861112
reasonCode=100
requestID=3790686238410176056470
```

---

## Retrieving a Customer Profile

---

### Example 11 Request: Retrieving a Customer Profile

```
merchantID=demoID
merchantReferenceCode=1111
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionRetrieveService_run=true
```

---

**Example 12 Reply: Retrieving a Customer Profile**


---

```

merchantReferenceCode=1111
requestID=3790689247280176056442
decision=ACCEPT
reasonCode=100
paySubscriptionRetrieveReply_reasonCode=100
paySubscriptionRetrieveReply_approvalRequired=false
paySubscriptionRetrieveReply_automaticRenew=false
paySubscriptionRetrieveReply_cardAccountNumber=411111XXXXXX1111
paySubscriptionRetrieveReply_cardExpirationMonth=12
paySubscriptionRetrieveReply_cardExpirationYear=2018
paySubscriptionRetrieveReply_cardType=001
paySubscriptionRetrieveReply_city=The City
paySubscriptionRetrieveReply_country=US
paySubscriptionRetrieveReply_currency=USD
paySubscriptionRetrieveReply_email=null@cybersource.com
paySubscriptionRetrieveReply_firstName=JOHN
paySubscriptionRetrieveReply_frequency=on-demand
paySubscriptionRetrieveReply_lastName=DOE
paySubscriptionRetrieveReply_paymentMethod=credit card
paySubscriptionRetrieveReply_paymentsRemaining=0
paySubscriptionRetrieveReply_postalCode=94045
paySubscriptionRetrieveReply_state=CA
paySubscriptionRetrieveReply_status=CURRENT
paySubscriptionRetrieveReply_street1=123 The Street
paySubscriptionRetrieveReply_subscriptionID=0000562489861111
paySubscriptionRetrieveReply_ownerMerchantID=infodev1

```

---

**Deleting a Customer Profile****Example 13 Request: Deleting a Customer Profile**


---

```

merchantID=demoID
merchantReferenceCode=1111
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionDeleteService_run=true

```

---

**Example 14 Reply: Deleting a Customer Profile**


---

```

decision=ACCEPT
merchantReferenceCode=1111
paySubscriptionDeleteReply_reasonCode=100
paySubscriptionDeleteReply_subscriptionID=0000562489861111
reasonCode=100
requestID=3790698033130176056442

```

---

## XML Examples

---

The XML schema for the Simple Order API is at:

<https://ics2wsa.ic3.com/commerce/1.x/transactionProcessor>

## Creating a Customer Profile without a Setup Fee

### Example 15 Request: Creating a Customer Profile without a Setup Fee

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <billTo>
    <firstName>John</firstName>
    <lastName>Doe</lastName>
    <street1>1295 Charleston Road</street1>
    <city>Mountain View</city>
    <state>CA</state>
    <postalCode>94043</postalCode>
    <country>US</country>
    <email>john.doe@example.com</email>
  </billTo>
  <purchaseTotals>
    <currency>USD</currency>
  </purchaseTotals>
  <card>
    <accountNumber>4111111111111111</accountNumber>
    <expirationMonth>12</expirationMonth>
    <expirationYear>2015</expirationYear>
    <cardType>001</cardType>
  </card>
  <recurringSubscriptionInfo>
    <frequency>on-demand</frequency>
  </recurringSubscriptionInfo>
  <paySubscriptionCreateService run="true"/>
</requestMessage>
```

---

**Example 16 Reply: Creating a Customer Profile without a Setup Fee**


---

```

<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:ccAuthReply>
    <c:amount>0.00</c:amount>
    <c:authorizationCode>888888</c:authorizationCode>
    <c:authorizationDateTime>2013-09-13T10:14:06Z</c:authorizationDateTime>
    <c:avsCode>X</c:avsCode>
    <c:reasonCode>100</c:reasonCode>
    <c:reconciliationID>40368790XLILGOLX</c:reconciliationID>
  </c:ccAuthReply>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:paySubscriptionCreateReply>
    <c:reasonCode>100</c:reasonCode>
    <c:subscriptionID>0000562489861111</c:subscriptionID>
  </c:paySubscriptionCreateReply>
  <c:purchaseTotals>
    <c:currency>USD</c:currency>
  </c:purchaseTotals>
</c:replyMessage>

```

---

## Creating a Customer Profile with a 5.00 Setup Fee

**Example 17 Request: Creating a Customer Profile with a 5.00 Setup Fee**


---

```

<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <billTo>
    <firstName>John</firstName>
    <lastName>Doe</lastName>
    <street1>1295 Charleston Road</street1>
    <city>Mountain View</city>
    <state>CA</state>
    <postalCode>94043</postalCode>
    <country>US</country>
    <email>john.doe@example.com</email>
    <phoneNumber>650-965-6000</phoneNumber>
  </billTo>
  <purchaseTotals>
    <currency>USD</currency>
    <grandTotalAmount>5.00</grandTotalAmount>
  </purchaseTotals>

```

```

<card>
  <accountNumber>4111111111111111</accountNumber>
  <expirationMonth>12</expirationMonth>
  <expirationYear>2015</expirationYear>
  <cardType>001</cardType>
</card>
<recurringSubscriptionInfo>
  <frequency>on-demand</frequency>
</recurringSubscriptionInfo>
<paySubscriptionCreateService run="true"/>
<ccAuthService run="true"/>
<ccCaptureService run="true"/>
</requestMessage>

```

---

### Example 18 Reply: Creating a Customer Profile with a 5.00 Setup Fee

---

```

<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:ccAuthReply>
    <c:amount>5.00</c:amount>
    <c:authorizationCode>888888</c:authorizationCode>
    <c:authorizationDateTime>2013-09-13T10:14:06Z</c:authorizationDateTime>
    <c:avsCode>X</c:avsCode>
    <c:reasonCode>100</c:reasonCode>
    <c:reconciliationID>40368790XLILGOLX</c:reconciliationID>
  </c:ccAuthReply>
  <c:ccCaptureReply>
    <c:amount>5.00</c:amount>
    <c:requestDateTime>2013-09-13T10:14:06Z</c:requestDateTime>
    <c:reasonCode>100</c:reasonCode>
    <c:reconciliationID>40368790XLILGOLX</c:reconciliationID>
  </c:ccCaptureReply>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:paySubscriptionCreateReply>
    <c:reasonCode>100</c:reasonCode>
    <c:subscriptionID>0000562489861111</c:subscriptionID>
  </c:paySubscriptionCreateReply>
  <c:purchaseTotals>
    <c:currency>USD</c:currency>
  </c:purchaseTotals>
</c:replyMessage>

```

---

## Updating a Customer Profile

### Updating a Card Account Number

#### Example 19 Request: Updating a Customer Profile (Card Details)

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <card>
    <accountNumber>4111111111111234</accountNumber>
    <expirationMonth>12</expirationMonth>
    <expirationYear>2015</expirationYear>
    <cardType>001</cardType>
  </card>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861111</subscriptionID>
  </recurringSubscriptionInfo>
  <paySubscriptionUpdateService run="true"/>
</requestMessage>
```

---

#### Example 20 Reply: Updating a Customer Profile (Card Details)

---

```
<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:paySubscriptionUpdateReply>
    <c:ownerMerchantID>infodev1</c:ownerMerchantID>
    <c:reasonCode>100</c:reasonCode>
    <c:subscriptionID>0000562489861111</c:subscriptionID>
  </c:paySubscriptionUpdateReply>
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
</c:replyMessage>
```

---

## Removing Card Expiration Dates

### Example 21 Request: Removing Card Expiration Dates

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <card>
    <expirationMonth>0</expirationMonth>
    <expirationYear>0</expirationYear>
  </card>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861111</subscriptionID>
  </recurringSubscriptionInfo>
  <paySubscriptionUpdateService run="true"/>
</requestMessage>
```

---

### Example 22 Reply: Removing Card Expiration Dates

---

```
<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:paySubscriptionUpdateReply>
    <c:ownerMerchantID>infodev1</c:ownerMerchantID>
    <c:reasonCode>100</c:reasonCode>
    <c:subscriptionID>0000562489861111</c:subscriptionID>
  </c:paySubscriptionUpdateReply>
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
</c:replyMessage>
```

---

## Updating an eCheck Account Number

### Example 23 Request: Updating an eCheck Account Number

---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <check>
    <accountNumber>32189375</accountNumber>
  </check>
  <paySubscriptionUpdateService run="true"/>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861112</subscriptionID>
  </recurringSubscriptionInfo>
</requestMessage>
```

---

**Example 24 Reply: Updating a Customer Subscription (Card Details)**


---

```
<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:paySubscriptionUpdateReply>
    <c:ownerMerchantID>infodev</c:ownerMerchantID>
    <c:reasonCode>100</c:reasonCode>
    <c:subscriptionID>0000562489861112</c:subscriptionID>
  </c:paySubscriptionUpdateReply>
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
</c:replyMessage>
```

---

## Retrieving a Customer Profile

**Example 25 Request: Retrieving a Customer Profile**


---

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861111</subscriptionID>
  </recurringSubscriptionInfo>
  <paySubscriptionRetrieveService run="true"/>
</requestMessage>
```

---



**Example 26 Reply: Retrieving a Customer Profile**


---

```

<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
  <c:recurringSubscriptionRetrieveReply>
    <c:approvalRequired>>false</c:approvalRequired>
    <c:automaticRenew>>false</c:automaticRenew>
    <c:cardAccountNumber>4111111111111111</c:cardAccountNumber>
    <c:cardExpirationMonth>12</c:cardExpirationMonth>
    <c:cardExpirationYear>2015</c:cardExpirationYear>
    <c:cardType>001</c:cardType>
    <c:city>The City</c:city>
    <c:country>US</c:country>
    <c:currency>USD</c:currency>
    <c:email>john.doe@example.com</c:email>
    <c:firstName>John</c:firstName>
    <c:frequency>on-demand</c:frequency>
    <c:lastName>Doe</c:lastName>
    <c:ownerMerchantID>infodev1</c:ownerMerchantID>
    <c:paymentMethod>credit card</c:paymentMethod>
    <c:paymentsRemaining>0</c:paymentsRemaining>
    <c:postalCode>94045</c:postalCode>
    <c:reasonCode>100</c:reasonCode>
    <c:state>CA</c:state>
    <c:status>CURRENT</c:status>
    <c:street1>123 The Street</c:street1>
    <c:subscriptionID>0000562489861111</c:subscriptionID>
  </c:recurringSubscriptionRetrieveReply>
  <c:purchaseTotals>
    <c:currency>USD</c:currency>
  </c:purchaseTotals>
</c:replyMessage>

```

---

## Deleting a Customer Profile

**Example 27 Request: Deleting a Customer Profile**


---

```

<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861111</subscriptionID>
  </recurringSubscriptionInfo>
  <paySubscriptionDeleteService run="true"/>
</requestMessage>

```

---

**Example 28 Reply: Deleting a Customer Profile**

---

```
<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
  <c:paySubscriptionDeleteReply>
    <c:reasonCode>100</c:reasonCode>
    <c:subscriptionID>0000562489861111</c:subscriptionID>
  </c:paySubscriptionDeleteReply>
  <c:requestID>3790672461500176056470</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:merchantReferenceCode>1111</c:merchantReferenceCode>
</c:replyMessage>
```

---