


# Reason Codes

The following table describes the reason codes returned by the Simple Order API. For a description of replies, decisions, and reason codes, see the information about handling replies in [Getting Started with CyberSource Advanced for the Simple Order API](#) or [Getting Started with CyberSource Essentials](#).

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**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 the field order in the reply. For more information about parsing reply fields, see the documentation for your client.
- Your error handler should be able to process new reason codes without problems.
- Your error handler should use the **decision** field to determine the result if it receives a reason code that it does not recognize.

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**Table 1 Reason Codes**

Reason Code	Description
100	Transaction was successful.  <b>AIBMS</b> If <b>ccAuthReply_processorResponse</b> is 08, you can accept the transaction if the customer provides you with identification.
101	The request is missing one or more required fields. Examine the reply fields <b>missingField_0</b> through <b>missingField_N</b> to see which fields are missing. Resend the request with the complete information. For information about missing or invalid fields, see <a href="#">Getting Started with CyberSource Advanced for the Simple Order API</a> or <a href="#">Getting Started with CyberSource Essentials</a> .
102	One or more fields in the request contains invalid data. Examine the reply fields <b>invalidField_0</b> through <b>invalidField_N</b> to see which fields are invalid. Resend the request with the correct information. For information about missing or invalid fields, see <a href="#">Getting Started with CyberSource Advanced for the Simple Order API</a> or <a href="#">Getting Started with CyberSource Essentials</a> .
104	The merchant reference code for this authorization request matches the merchant reference code of another authorization request that you sent within the past 15 minutes. Resend the request with a unique merchant reference code.

**Table 1 Reason Codes (Continued)**

<b>Reason Code</b>	<b>Description</b>
110	Only a partial amount was approved.
150	System error. You must design your transaction management system to include a way to correctly handle CyberSource system errors. Depending on which payment processor is handling the transaction, the error might indicate a valid CyberSource system error, or it might indicate a processor rejection because of some type of invalid data. In either case, CyberSource recommends that you do not design your system to endlessly try to resend a transaction when a system error occurs. See the documentation for the CyberSource client (SDK), that you are using for important information about how to handle system errors and retries.
151	<p>The request was received but a server timeout occurred. 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 in the Business Center. See the documentation for your CyberSource client for information about handling retries in the case of system errors.</p> <p><b><i>PINless Debit on FDMS South</i></b> If the timeout occurred when you requested the PINless debit service, CyberSource will attempt to reverse the PINless debit. If the timeout occurred when you requested the PINless debit validate service, wait briefly and resend the request.</p> <p><b><i>PINless Debit on Another Processor</i></b> If the timeout occurred when you requested the PINless debit service, resend the PINless debit request with the same information. If the timeout occurred when you requested the PINless debit validate service, wait briefly and resend the request.</p>
152	<p>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 in the Business Center. See the documentation for your CyberSource client for information about handling retries in the case of system errors.</p> <p><b><i>PINless Debit on FDMS South</i></b> If the timeout occurred when you requested the PINless debit service, CyberSource will attempt to reverse the PINless debit. If the timeout occurred when you requested the PINless debit validate service, wait briefly and resend the request.</p> <p><b><i>PINless Debit on Another Processor</i></b> If the timeout occurred when you requested the PINless debit service, resend the PINless debit request with the same information. If the timeout occurred when you requested the PINless debit validate service, wait briefly and resend the request.</p>
200	The authorization request was approved by the issuing bank but declined by CyberSource because it did not pass the Address Verification System (AVS) check. You can capture the authorization, but consider reviewing the order for possible fraud.

**Table 1 Reason Codes (Continued)**

<b>Reason Code</b>	<b>Description</b>
201	The issuing bank has questions about the request.  <b>Authorization</b> You do not receive an authorization code programmatically, but you might receive one verbally by calling the processor. Call your processor to possibly receive a verbal authorization. For contact phone numbers, refer to your merchant bank information.  <b>PINless Debit</b> The issuing bank wants to speak with the cardholder. Returned only for Chase Paymentech Solutions. Call your processor or the issuing bank. For contact phone numbers, refer to your merchant bank information.
202	Expired card. You might also receive this value if the expiration date you provided does not match the date the issuing bank has on file. Request a different card or other form of payment.
203	General decline of the card. No other information was 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. Review this transaction manually to ensure that you submitted the correct information.
207	Issuing bank unavailable. Wait a few minutes and resend the request.
208	<b>Card-Not-Present Transaction</b> Inactive card or card not authorized for card-not-present transactions. Request a different card or other form of payment.  <b>Card-Present Transaction</b> Inactive card, incorrect PIN, or missing PIN. Ask the customer to re-enter the PIN or provide a different form of payment.  <b>PINless Debit</b> Invalid transaction type. The issuer does not allow this type of transaction. Returned only for Chase Paymentech Solutions. Request a different card or other form of payment.
209	CVN did not match. Request a different card or other form of payment.
210	The card has reached the credit limit or the transaction exceeds the approved limit. Request a different card or other form of payment.
211	Invalid CVN. Re-enter the CVN or request a different form of payment.
213	Account is in fraud watch status.
221	The customer matched an entry on the processor's negative file. Review the order and contact the payment processor.
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 possible fraud.
231	Invalid account number. Request a different card or other form of payment.

**Table 1 Reason Codes (Continued)**

<b>Reason Code</b>	<b>Description</b>
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. For more information about the decline, search for the transaction in the Business Center and view the transaction details. Request a different card or other form of payment.
234	The information in your CyberSource account is incorrect. Do not resend the request. Contact CyberSource Customer Support to correct the information in your account.
235	<p><b>Capture</b> The requested capture amount exceeds the originally authorized amount. Issue a new authorization and capture request for the new amount.</p> <p><b>PIN Debit Purchase</b> The transaction amount exceeds the approved amount. Issue a new PIN-debit purchase request for a lower amount.</p>
236	Processor failure. Wait a few minutes and resend the request.
237	The transaction has already been reversed.
238	The authorization has already been captured.
239	The requested transaction amount must match the previous transaction amount. Correct the amount and resend the request.
240	The card type sent is invalid or does not correlate with the payment card number. Confirm that the card type correlates with the payment card number specified in the request, then resend the request.
241	<p><b>PIN Debit</b> General decline by the processor. For more information about the decline, search for the transaction in the Business Center and view the transaction details.</p> <p><b>Other Service</b> The request ID is invalid. Request a new authorization, and if successful, proceed with the capture.</p>
242	<p><b>Capture</b> You requested a capture, but there is no corresponding, unused authorization record. Occurs if there was not a previously successful authorization request or if the previously successful authorization has already been used by another capture request. Request a new authorization, and if successful, proceed with the capture.</p> <p><b>Reversal</b> You requested a reversal, but there is no corresponding transaction.</p>
243	The transaction has already been settled or reversed.
244	The account number did not pass a verification check.

**Table 1 Reason Codes (Continued)**

<b>Reason Code</b>	<b>Description</b>
246	<p>One of the following:</p> <ul style="list-style-type: none"> <li>■ The capture or credit is not voidable because the capture or credit information has already been submitted to your processor.</li> </ul> <p>- or -</p> <ul style="list-style-type: none"> <li>■ You requested a void for a type of transaction that cannot be voided.</li> </ul>
247	You requested a credit for a capture that was previously voided.
250	<p>The request was received, but a timeout occurred at the payment processor. To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center.</p> <p><b><i>PINless Debit on FDMS South</i></b>            If the timeout occurred when you requested the PINless debit service, CyberSource will attempt to reverse the PINless debit.</p>
251	The customer has exceeded the debit card's limit on frequency of use, number of PIN entry tries, or maximum amount for the day. Request a different card or other form of payment.
252	The card cannot be used for PINless debit transactions. Request a different card or other form of payment.
254	Stand-alone credits are not allowed. Submit a follow-on credit by including a request ID in the credit request. A follow-on credit must be requested within 60 days of the authorization. To process stand-alone credits, contact your CyberSource account representative to learn whether your processor supports stand-alone credits.
256	Credit amount exceeds maximum allowed for your CyberSource account. Contact CyberSource Customer Support or your acquirer for details.
257	Gift card account is already active.
259	Reload limit for gift card was exceeded.
260	The request amount conflicts with the minimum or maximum amount allowed on the gift card.
262	The request is still in progress. Wait for a response from CyberSource.
520	The authorization request was approved by the issuing bank but declined by CyberSource based on your Smart Authorization settings. Do not capture the authorization without further review. Review the <b>ccAuthReply_avsCode</b> , <b>ccAuthReply_cvCode</b> , and <b>ccAuthReply_authFactorCode</b> fields to discover why CyberSource rejected the request.