Nashville Response Codes

COMMON RESPONSE CODES

GENERAL CREDIT / DEBIT CARD PROCESSING

Code	Description	IPG Approval Code
00	Transaction has been approved	Y:000000:3989951798:PPX:259280509
05	The credit card being used for the transaction has been rejected by the issuer.	N:05:Do Not Honour
5002	The merchant does not have a service entry for the credit card brand within the transaction request.	N:-5002:brand not supported
5993	The transaction has been cancelled by the user.	N:-5993:Cancelled by user
1200	The merchant is configured for mandatory card code but sent a transaction without a card code value.	N:-12000:Card security code is mandatory

CONFIGURATION ISSUES

Code	Description	IPG Approval Code
5002	Transaction has been approved	N:-5002:brand not supported
30053	The credit card being used for the transaction has been rejected by the issuer.	N:-30053:Communication Error
30053	The merchant does not have a service entry for the credit card brand within the transaction request.	N:-30053:Communication Error
30060	The transaction has been cancelled by the user.	N:30060:Internal Error
50653	The merchant is configured for mandatory card code but sent a transaction without a card code value.	N:-50653:Sent invalid currency or no currencies were setup for this store

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ADDITIONAL RESPONSE CODES

AUTHORISATION DECLINES (NASHVILLE FRONT – END)

Code	Description
01	Refer to issuer
03	Invalid merchant
12	Invalid transaction
13	Invalid amount
14	Invalid card number
25	Invalid Terminal
28	Please retry
51	Declined
54	Wrong expiration / expired card
55	Incorrect pin
57	Invalid txn for card
60	Declined
61	Exceeds withdrawal limit
63	Service not allowed
69	Host key error
75	PIN try exceeded
89	Invalid Terminal ID
91	System error
94	Duplicate transaction
1A	Add Auth Require
C2	CVV2 Declined
RW	Rev Outside Win

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GATEWAY DECLINES

Code	Description
100	Internal error
2303	Invalid credit card number
2304	Credit card is expired or expiration date is invalid
5004	The order does not include an authorised PreAuth
5005	Blocked due to fraud prevention setting
5006	Transaction to be voided was not found
5007	Amount within void transaction is invalid – please omit or correct
5009	No transaction found in order which can be returned
5017	Voiding of returned transactions is not supported
5018	No transaction found for void
5019	The transaction to be voided is not voidable
5022	The PreAuthis not voidable as long as there is a captured PostAuth– please void the PostAuthbefore
5100	Invalid 3D Secure response value combination
5101	Transaction declined. 3D Secure authentication failed
5102	Transaction failed. ECI – 7 transactions are not supported by merchant
5103	Used for 3D Secure waiting to declined
5108	Transaction failed. MOTO transactions are not supported in Connect (Hosted Payment Page)
5111	Transaction failed. ECI1 and ECI6 transactions are not supported by the merchant
5112	Transaction failed. Debit card not authenticated
5115	Transaction failed
5433	Merchant setup incorrectly
5995	Order too old to be referenced
5996	Brand / card type is invalid or not supported
5998	Other transaction with same order ID currently being processed
7778	Transaction timed out and has not been processed, please retry
10421	The merchant is not setup to support split shipment
10422	No further PostAuth possible for this Order ID
10423	No final shipment settled yet
10424	No further PostAuth possible for this Order ID
10425	Missing mandatory split shipment information
10426	Split shipment since the previous PostAuth is non split shipment
10501	Only approved (and not yet captured) PreAuth transactions can be captured by a PostAuth
10501	PostAuth already performed

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Code	Description
10503	Invalid amount or currency
10504	This return is not voidable
12000	Card security code is mandatory
13532	Invalid card type
20429	The merchant is not setup to support cashback
20430	Transaction type not supported for cashback
20431	Payment type not supported for cashback
21281	The merchant is not setup to support airline
22812	Different currencies in the order
22813	Currency is not allowed, because approved transactions on the same order have another currency
23032	Transaction origin type MOTO / RETAIL not supported for MCC7995 payment of gaming winnings
28319	RuPay authentication error
30050	Transaction timed out
30052	Transaction timed out
30053	Transaction timed out
30055	Not configured for 3D Secure
30054	Transaction timed out
30062	Transaction timed out
30157	The merchant is not setup to support the requested service
30158	Missing approval code for offline transaction
30159	This transaction was received as declined from point of sale
31218	The merchant is not setup to support the requested service
31319	The merchant is not setup to support contract ID for insurance service
42217	Invalid MCC configured for hotel lodging merchant, MCC must be 3501 – 3999 or 7011
42218	The merchant is not setup to support hotel lodging
42317	Invalid MCC configured for car rental merchant, MCC must be 3351 – 3500, 7512, 7513 or 7519
42318	The merchant is not setup to support car rental
42741	Invalid IBAN or Credit card number
42742	Recurring type not supported to be set in the transaction
42744	Internal error
42745	Internal error
42755	3D Secure transaction not authenticated
50002	3D Secure data validation error AAV / CAVV
50003	3D Secure data validation error XID – ECI
50294	Wrong card information sent

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Code	Description
50295	The PreAuth is not voidable as long as there is an authorised incremental PreAuth – please void the incremental PreAuth before
50305	Referenced transaction is not in the correct transaction state
50306	Unable to get PARes
50307	Empty PARes in response
50308	Wrong transaction state
50655	Unable to verify card enrolment
50656	Declined by Fraud Detect
50666	Account owner name not provided
50715	Reference transaction is either not found or not in proper status to process subsequent 3Ds method request
50734	Non-Payment Authentication passthrough transaction should have zero amount
50735	Non-Payment Authentication passthrough transaction should be a PreAuth
50736	For 3D Secure EMVCO message type NPA a subsequent sale transaction is not allowed
50677	Unable to convert to void transaction
50678	Payer authentication error
50681	Missing data in payer authentication response
50682	Missing merchant data in payer authentication response
50683	Missing secure 3D data
50687	Split authentication transaction not supported
50688	Store doesn't support MPI via API
50690	Declined by Fraud Detect
50698	The transaction type of referenced transaction is incompatible with the current transaction
50715	Referenced transaction not found
50716	Transaction declined. 3D Secure authentication failed
59365	Unable to save EMV response data into the database
59366	Reference number missing
62086	Setup Error
63096	Setup Error