

| ERROR | ERROR CODE |
|---|------------|
| TRANSACTION_SUCCESSFUL | 'success'; |
| When transaction is successful | |
| NO_ERROR | "E000"; |
| This will be used when the processing was successful and no error was identified | |
| BRAND_INVALID | "E201"; |
| The transaction failed due to invalid or absent card number | |
| TRANSACTION_INVALID | "E202"; |
| Card authentication failure | |
| CURL_ERROR_ENROLLED | "E205"; |
| Error at the Bank Server end | |
| CUTOFF_ERROR | "E206"; |
| Transaction failed as the bank servers are blocked for end of the day processing. Consequently, its servers are temporarily closed to any authentication requests | |
| INVALID_TRANSACTION_TYPE | "E207"; |
| Bank denied transaction on the card. | |
| BANK_SERVER_ERROR | "E208"; |
| Error at the Bank Server end | |
| NO_BANK_RESPONSE | "E209"; |
| Bank response is not received | |
| COMMUNICATION_ERROR | "E210"; |
| Authentication failure or there is a delay in processing the transaction | |
| NETWORK_ERROR | "E211"; |
| The Bank servers are unreachable over the network | |
| CURL_CALL_FAILURE | "E214"; |
| The Bank servers are unreachable over the network | |
| BATCH_ERROR | "E216"; |
| Submitting multiple transactions in a single file is an efficient way to upload credit card and electronic check transaction data from enterprise applications or other file-based systems. Error occurred during batch processing of the cards | |

TRANSPORTAL_ID_ERROR

"E217";

This error comes when Bank does some changes in the terminal/plug-in profile of the merchant. If merchant receives this error Bank should generate new resource file and forward the same to the merchant.

CARD_ISSUER_TIMED_OUT

"E218";

When the connection between the card issuer timed out

INCOMPLETE_BANK_RESPONSE

"E219";

Error at the Bank Server end

SECURE_3D_PASSWORD_ERROR

"E300";

Card failed 3D authentication as 3 D secure signatures did not match

SECURE_3D_INCORRECT

"E301";

3D secure password did not match

SECURE_3D_CANCELLED

"E302";

3D authentication failure

AUTHENTICATION_ERROR

"E303";

Card authentication failure

ADDRESS_INVALID

"E304";

The address needs to match with the records of card issuing bank

CARD_NUMBER_INVALID

"E305";

The transaction failed due to invalid or absent card number.

TRANSACTION_INVALID_PG

"E306";

The transaction has been declared invalid at the payment gateway side

RISK_DENIED_PG

"E307";

Bank denied transaction due to risk

TRANSACTION_FAILED

"E308";

Bank was unable to authenticate

SYSTEM_ERROR_PG

"E309";

Bank denied transaction on the card.

LOST_CARD

"E310";

Card has been classified as lost and has been blocked.

EXPIRED_CARD

"E311";

The Card has been expired

| | |
|---|---------|
| BANK_DENIED | "E312"; |
| Bank denied transaction on the card. | |
| CVC_FAILURE | "E313"; |
| Card authentication failed at the bank due to invalid CVV (or CVC or Card Security Code) | |
| ADDRESS_FAILURE | "E314"; |
| The address needs to match with the records of card issuing bank | |
| CVC_ADDRESS_FAILURE | "E315"; |
| When CVC and ADDRESS verification fails | |
| SECURE_3D_NOT_ENROLLED | "E316"; |
| The customer has not completed the 3 D Secure Authentication on the 3 D Secure page | |
| Bank failed to authenticate the card as the card is not enrolled for 3D authentication | |
| SECURE_3D_AUTHENTICATION_ERROR | "E317"; |
| The customer has not completed the 3 D Secure Authentication on the 3 D Secure page | |
| SECURE_3D_NOT_SUPPORTED | "E318"; |
| 3d secure is not supported at bank side | |
| SECURE_3D_FORMAT_ERROR | "E319"; |
| There was an error in the format of the request from the merchant. | |
| SECURE_3D_SIGNATURE_ERROR | "E320"; |
| When the response is returned from the bank its signature is validated | |
| SECURE_3D_SERVER_ERROR | "E321"; |
| Error communicating with the Directory Server, "Internal Payment Server system error.", Error parsing input from Issuer | |
| SECURE_3D_CARD_TYPE | "E322"; |
| The card type is not supported for authentication. | |
| INVALID_EXPIRY_DATE | "E323"; |
| Card authentication failed due to invalid card expiry date. | |
| CARD_FRAUD_SUSPECTED | "E324"; |
| Bank denied transaction on the card. | |
| RESTRICTED_CARD | "E325"; |
| Bank denied transaction on the card. | |

PASSWORD_ERROR "E326";

Authentication failed due to invalid password.

INVALID_LOGIN "E327";

Authentication failed to due invalid login

PARAMETERS_MISMATCH "E328";

When the parameters given by the payu are different from the once sent by payment gateway or vice versa, when the parameters given by the payment gateway is different from ones supplied by payu

ISSUER_DECLINED_LOW_FUNDS "E329";

Transaction failed due to card authentication failure or insufficient funds in bank account or because this card is not accepted online

PAYMENT_GATEWAY_VALIDATION_FAILURE "E330";

When the card failed authentication due to reasons of invalid card number.

INVALID_EMAIL_ID "E331";

Card authentication failed due to invalid email id

INVALID_FAX "E332";

Card authentication failed due to invalid FAX number

INVALID_CONTACT "E333";

Card authentication failed due to invalid contact/phone details

AUTHENTICATION_SERVICE_UNAVAILABLE "E334";

Authentication service not available

AUTHENTICATION_INCOMPLETE "E335";

Transaction failed due to incomplete authentication process

EXPIRY_DATE_LOW_FUNDS "E336";

Transaction failed due to incorrect card expiry date and/or insufficient funds

NOT_CAPTURED "E337";

Transaction declined by the issuer

RISK_RULE_FAILED "E338";

Transaction denied because one or more risk rules failed

UNKNOWN_ERROR_PG "E500";

Bank denied transaction on the card

TRANSACTION_ABORTED "E502";

Transaction cancelled by customer

DUPLICATE_TRANSACTION "E504";

The transaction has been identified as duplicate transaction.

AWAITING_PROCESSING "E505";

Delay in processing the transaction

PAYU_API_ERROR "E600";

Bank denied transaction on the card

SECURE_HASH_FAILURE "E700";

Whenever the response is received from the bank, it is encrypted. When the secure hash fails, this error is generated

AMOUNT_DIFFERENCE "E702";

The product amount is different from the amount posted at the bank side

TRANSACTION_NUMBER_ERROR "E703";

The transaction number is absent

RECEIPT_NUMBER_ERROR "E704";

The receipt number is absent

USER_PROFILE_SETTINGS_ERROR "E705";

Bank declined to process the transaction due to user permissions set for the card

INSUFFICIENT_FUNDS "E706";

The account against which the payment was made has insufficient funds

INVALID_PAN "E707";

Transaction failed due to invalid Primary Account Number. (Primary Account Number or PAN is the number that is embossed and/or encoded on a plastic card that identifies the issuer and the particular cardholder account.)

PIN_RETRIES_EXCEEDED "E708";

Card authentication failed as user exceeded maximum number of permitted retries for PIN

INVALID_CARD_NAME "E709";

Transaction failed due to invalid credit card name

INVALID_PIN "E710";

Card authentication failed due to invalid PIN (or Personal identification number)

INVALID_USER_DEFINED_DATA "E711";

Missing or Incomplete user defined data

INCOMPLETE_DATA "E712";

The transaction could not be processed due to incomplete data provided at the user's end

INSUFFICIENT_FUNDS_EXPIRY_INVALID "E713";

The account against which the payment was made has insufficient funds, or, card authentication failed due to invalid card expiry date

INVALID_ZIP "E714";

Card authentication failed due to invalid ZIP code

INVALID_AMOUNT "E715";

Invalid amount sent to the bank

INVALID_ACCOUNT_NUMBER "E717";

Bank failed authentication due to incorrect account number

INSUFFICIENT_FUNDS_INVALID_CVV "E718";

When the card cvv number or the account has insufficient funds

INSUFFICIENT_FUNDS_AUTHENTICATION_FAILURE "E719";

Transaction failed due to card authentication failure and/or insufficient funds

MAX_AMOUNT_EXCEEDED_FOR_PAYMENT_TYPE "E720";

The account has insufficient funds

PREFERRED_GATEWAY_NOT_SET "E800";

Transaction failed due to error at the merchant's end

NETBANKING_GATEWAY_DOWN "E801";

Net banking option was temporarily not available so set as bounced

CC_DC_ISSUING_BANK_DOWN "E802";

Issuing Bank was temporarily not available so set as bounced.

NO_ELIGIBLE_PG "E803";

No eligible pg available and retry allowed is zero so set as bounced

DISABLE_PG_NOT_AVAILABLE_HANDLING "E804";

Disable pg down time handling on the UI so set as bounced

RETRY_LIMIT_EXCEEDED "E901";

Transaction was not processed - Reached limit of retry attempts allowed

INVALID_CARD_TYPE "E902";

Transaction failed due to invalid card type. (Card Type indicates whether the card is MasterCard, Visa, MasterCard, Discover, American Express, Diners, JCB, etc.)

INTERNATIONAL_CARD_NOT_ALLOWED "E903";

International cards are not accepted

USER_DECLINED "E905";

In case of 3d window when the user closed the popup window and transaction failed after verification call.

TIMER_EXPIRED "E906";

In case of 3d window when the user clicked the self Help link and transaction failed after verification call.

WRONG_PAYMENT_METHOD "E907";

Wrong payment method selected

UNKNOWN_BINS_NO_ACTIVE_PG_ASSIGNED 'E908';

International cards not allowed

SECURE_3D_AUTHENTICATION_ERROR_S3A "E1000";

3-D secure authentication failed.

AUTHENTICATION_SERVICE_UNAVAILABLE_ASU "E1001";

Bank network is unavailable at the moment

INVALID_TRANSACTION_ID "E1020";

Transaction ID you've generated isn't valid

TXN_DETAIL_INVALID_REDIRECTING_TO_MERCHANT "E1101";

In case the merchant wants to get the transaction back when invalid details is entered

SERVICE_AUTHORIZATION_ERROR "E1201";

You are not authorized to do this transaction

FACILITY_UNAVAILABLE "E1202";

Third Party Funds Transfer facility and Secure Access not enabled

LIMIT_EXCEED "E1203";

You have exceeded your third party funds transfer limit for the day. You cannot transfer any more funds

NETBANKING_AUTHENTICATION_ERROR "E1204";

Bank was unable to authenticate

REDIRECTED_BY_RETRY_LINK "E1205";

In case the merchant wants to get the transaction back when invalid details is entered

REDIRECTED_BY_BACK_BUTTON "E1206";

In case the merchant wants to get the transaction back when redirected by back button

INSUFFICIENT_FUNDS_INCORRECT_EXPIRY "E1208";

Transaction failed because the customer does not have the necessary funds or he has given a wrong expiry date