Recurring Billing

Using the Simple Order API

December 2016

CyberSource®

the power of payment

CyberSource Contact Information

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For support information about any CyberSource Service, visit the Support Center at
http://www.cybersource.com/support.

Contents

Recent Revisions to This Document

Release	Changes
December 2016	Added the **invoiceHeader_merchantDescriptorAlternate** field. See page 65.
June 2016	■ Added OmniPay Direct as a supported processor. See page 14. ■ Renamed *Global Collect* to I*ngenico ePayments*. See page 14. ■ Updated the **recurringSubscriptionInfo_numberOfPayments** request field. See page 71.
March 2016	■ Updated the "Removing Card Expiration Dates" section. See page 38. ■ Updated the "Removing Card Expiration Dates" example. See page 92.
January 2016	■ Added the "Relaxed Requirements for Address Data and Expiration Date". See page 22. ■ Added the "Removing Card Expiration Dates" section. See page 38. ■ Added the "Removing Card Expiration Dates" example. See page 92. ■ Amex Direct no longer supports 0.00 preauthorizations.

Release	Changes
October 2015	■ Added the "Payment Network Token" section. See page 12.
	■ Updated the "Creating an Installment Subscription" section:
	• Added the "Including the Payment Network Token" section. See page 28.
	■ Updated the "Creating a Recurring Subscription" section:
	• Added the "Including the Payment Network Token" section. See page 33.
	■ Added the "Replacing Card Information With a Payment Network Token" section. See page 38.
	■ Added the "Updating Payment Network Token Information" section. See page 39.
	■ Added the "Replacing a Payment Network Token With Card Information" section. See page 40.
	■ Added the following request fields (see page 56):
	• ccAuthService_cavv
	• ccAuthService_commerceIndicator
	• ccAuthService_xid
	• paymentNetworkToken_requestorID
	• paymentNetworkToken_transactionType
	• ucaf_authenticationData
	• ucaf_collectionIndicator
September 2015	Added the "Transaction Endpoints" section. See page 20.

About This Guide

Audience and Purpose

This guide is written for merchants who want to create customer payment subscriptions 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 *subscription ID*, which you store on your network.

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

Conventions

Note, Important, and Warning Statements

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

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

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.

Text and Command Conventions

Convention	Usage
bold	■ Field and service names in text; for example: Include the **billTo_firstName** field. ■ Items that you are instructed to act upon; for example: Click **Save**.
`monospace`	■ XML elements. ■ Code examples and samples.

Related Documents

Refer to the Support Center for complete CyberSource technical documentation:

http://www.cybersource.com/support_center/support_documentation

Table 1   Related Documents

Subject	Description
Account Updater	*Account Updater User Guide* (PDF | HTML)—describes how to automatically incorporate changes made to a customer's payment card data.
Business Center	*Business Center Overview* (PDF | HTML)—describes the features and options available within the Business Center.
Credit Card	*Credit Card Services Using the Simple Order API* (PDF | HTML)—describes how to integrate credit card processing into your order management system.
eCheck	*Electronic Check Services Using the Simple Order API* (PDF | HTML)—describes how to integrate eCheck processing into your order management system.
Offline Transaction Submission	*Offline Transaction File Submission Implementation Guide* (PDF | HTML).
Payment Tokenization	*Payment Tokenization Using the Simple Order API* (PDF | HTML)—describes how to create customer profiles and process on-demand payments.
Payment Network Tokenization	*Payment Network Tokenization Using the Simple Order API* (PDF | HTML)—describes how to add payment network tokenization to an order management system that already uses CyberSource credit card services.
PINless Debit	*PINless Debit Card Services Using the Simple Order API* (PDF | HTML)—describes how to integrate PINless debit processing using the Simple Order API into your order management system.

Table 1 **Related Documents (Continued)**

Subject	Description
Reporting	*Reporting Developer Guide* (PDF | HTML)—describes how to view and configure Business Center reports.
Simple Order API	■ *Getting Started with CyberSource Advanced for the Simple Order API* (PDF | HTML)—describes how to get started using the Simple Order API. ■ Simple Order API and SOAP Toolkit API Documentation and Downloads page. ■ Simple Order API and SOAP Toolkit API Testing Information page.
Secure Acceptance Silent Order POST	*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.
Secure Acceptance Web Mobile	*Secure Acceptance Web/Mobile Configuration Guide* (PDF | HTML)—describes how to create a Secure Acceptance profile and integrate seamlessly with Secure Acceptance Web/Mobile.

Customer Support

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

http://www.cybersource.com/support

Introduction

Terminology

Recurring Billing

Recurring Billing subscriptions support installment payments (see page 13) and recurring payments (see page 13). For information about on-demand payments see *Payment Tokenization Using the Business Center* (PDF | HTML).

A *subscription ID*, also known as a *payment token* (see "Secure Acceptance," page 12), which you can store on your server, is a unique identifier that cannot be reverse-engineered. It is generated to replace sensitive card and billing information.

Recurring Billing 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 recurring billing 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.

Payment Network Token

> ⚠️ **Important**
>
> CyberSource payment tokenization and payment network tokenization are different features:
>
> - The CyberSource token (the subscription 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.

The payment network token replaces the primary account number (PAN) that is stored in a customer subscription. You can create a customer subscription and include the payment network token (see), update the payment network token details (see), and replace a payment network token with updated card details (see).

Subscription ID

> ⚠️ **Important**
>
> Contact CyberSource Customer Support to have your account configured for a 16-digit subscription ID, or to update from a 22-digit subscription ID to a 16-digit subscription ID.

There are three types of subscription IDs:

- 22 digit—the default subscription ID.

- 16 digit—displays the final 4 digits of the primary account number (PAN) and passes Luhn mod-10 checks. This subscription ID is for card customer subscriptions.

- 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 subscription ID.

Secure Acceptance

Payment Token

If you are using Secure Acceptance to process transactions, the payment token is the customer subscription ID (see 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 9.

Customer Subscriptions

> ⚠️ **Important**
>
> For information about processing on-demand payments for a customer profile, see *Payment Tokenization Using the Simple Order API* (PDF | HTML).

There are two types of subscriptions: installment subscriptions and recurring subscriptions. A customer subscription contains specific information about a customer that you store in the CyberSource database for future billing. You can also view the customer subscription in the CyberSource Business Center.

A customer subscription includes:

- Customer contact information, such as billing and shipping information.

- Customer payment information, such as card type, masked account number, and expiration date.

- Customer order information, such as the transaction reference number and merchant defined data fields.

Installment Subscription

An installment subscription allows you to charge a customer's preferred payment method on a fixed number of scheduled payments. You must specify the number of payments, the amount and frequency of each payment, and the start date for processing the payments. CyberSource creates a schedule based on this information and automatically bills the customer according to the schedule. For example, you can offer a product for 75.00 and let the customer pay in three installments of 25.00. .

Recurring Subscription

A recurring subscription allows you to charge a customer's preferred payment method on a recurring payment basis with no specific end date. You must specify the amount and frequency of each payment and the start date for processing the payments. CyberSource creates a schedule based on this information and automatically bills the customer according to the schedule. For example, you can offer an online service to which the customer subscribes and can charge a monthly fee. .

Once you have created a customer subscription, the following tasks are available to you:

-

-

- Process an on-demand transaction using the customer subscription details. You can process an authorization, credit, PINless debit validate, PINless debit, eCheck credit, and an eCheck debit .

■   Update subscription payment events (see).

■   Retrieve customer subscription information (see).

■   Cancel a customer subscription (see).

■   Delete a customer subscription (see).

■   Share customer subscriptions (see).

On-Demand Customer Profile

For information about processing on-demand payments for a customer profile, see *Payment Tokenization Using the Simple Order API* (PDF | HTML).

Supported Processors and Payment Methods

Each customer subscription has an associated payment method: credit card, eCheck, PINless debit, or other.

Note	The *other* payment method enables you to store data securely in a customer subscription. This payment method is useful if you do not intend to use the customer subscription for payment transactions. See "Optional Data Storage," page 51.

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 2   Supported Processors and Payment Methods

Processor	Payment Method
AIBMS	Credit card.
American Express Brighton	Credit card.
	Important Only American Express card types are supported.
	Important Does not support automatic preauthorization reversals.
American Express Direct	Debit card and pre-paid card—supports partial authorizations.
	Important Only American Express card types are supported.

Table 2 **Supported Processors and Payment Methods (Continued)**

Processor	Payment Method
Asia-Mideast Processing	Credit card.
Barclays	Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards.
CCS (CAFIS)	Credit card.
Chase Paymentech Solutions	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, and Diners Club cards. ■ Electronic check. ■ Replacement expiry dates are supported for Visa and MasterCard cards. See "Replacement Expiration Dates," page 53. ■ Visa Bill Payments—see page 52.
Citibank	Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards.
CyberSource ACH Service	Electronic check.
CyberSource through VisaNet	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Credit card—supports 1.00 preauthorizations for American Express, Discover, Diners Club, and JCB card types. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Diners Club, JCB, and Discover cards. ■ Replacement expiry dates are supported for Visa and MasterCard cards. See "Replacement Expiration Dates," page 53.
FDC Compass	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, and Discover cards. ■ Replacement expiry dates are supported for Visa and MasterCard cards. See "Replacement Expiration Dates," page 53. ■ Visa Bill Payments—see page 52.

Table 2 Supported Processors and Payment Methods (Continued)

Processor	Payment Method
FDC Nashville Global	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, Diners Club, and JCB (US Domestic) cards. ■ Visa Bill Payments—see page 52.
FDMS Nashville	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, Diners Club, and JCB (US Domestic) cards. ■ Visa Bill Payments—see page 52.
FDMS South	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, and JCB (US Domestic) cards. ■ Replacement expiry dates are supported for Visa and MasterCard cards. See "Replacement Expiration Dates," page 53.
Ingenico ePayments	Credit card.
GPN	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, Diners Club, and JCB cards. ■ PINless debit.Visa Bill Payments—see page 52.
HSBC	Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. **Important** Does not support automatic preauthorization reversals.
Litle	■ Credit card—supports 0.00 preauthorizations for American Express, Diners Club, Discover, JCB, MasterCard, and Visa cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, Diners Club, and JCB cards.
LloydsTSB Cardnet	Credit card.
Moneris	Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards.

Table 2   **Supported Processors and Payment Methods (Continued)**

Processor	Payment Method
OmniPay Direct	Credit card—supports 0.00 preauthorizations using Visa, MasterCard, Maestro (International), and Maestro (UK Domestic).
OmniPay-Ireland	■ Credit card—supports 0.00 preauthorizations using Visa and MasterCard cards. ■ Visa Bill Payments—see page 52.
RBS WorldPay Atlanta	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards. ■ Electronic check.
Streamline	Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards.
TeleCheck	Electronic check—supports 1.00 preauthorizations.
TSYS Acquiring Solutions	■ Credit card—supports 0.00 preauthorizations for Visa and MasterCard cards and 1.00 preauthorizations using American Express, Discover, Diners Club, and JCB cards. ■ Debit card and pre-paid card—supports partial authorizations for Visa, MasterCard, American Express, Discover, Diners Club, and JCB cards. ■ Visa Bill Payments—see page 52.

Types of Authorizations

Table 3   Types of Authorizations

Authorization	Description
Automatic preauthorization	Automatically preauthorize a credit card when you create a customer subscription, or automatically preauthorize a bank account when you create an eCheck customer subscription. See "Validating a Customer Subscription," page 24.
	Depending on the payment method and if your account has been configured for automatic preauthorizations, CyberSource automatically runs several fraud checks during a preauthorization: AVS and CVN checks for cards, and Decision Manager for cards and eChecks.
	Note Partial authorizations for prepaid cards and debit cards cannot be performed for automatic preauthorizations.
	Important Contact your merchant account provider to determine whether you will be charged a fee for a preauthorization.
Manual preauthorization	Manually preauthorize a customer's account when you create a customer subscription. This feature is available only with the CyberSource API. See "Validating a Customer Subscription," page 24.
	Important Contact your merchant account provider to determine whether you will be charged a fee for a preauthorization.
Automatic preauthorization reversal	If your processor supports full authorization reversal, you can contact CyberSource Customer Support to automatically reverse preauthorizations when you create a customer subscription. CyberSource does not charge you for reversing automatic preauthorizations. If you cannot create a customer subscription for any reason, or if the preauthorization amount is 0.00, CyberSource does not reverse the automatic preauthorization.
	Important TSYS Acquiring Solutions does not support automatic preauthorization reversals.
Partial authorization	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.
	Note Partial authorizations for prepaid cards and debit cards cannot be performed for automatic preauthorizations.

Authorization Consents

Authorization for Electronic Checks

To support customer subscriptions that use electronic checks, you must display a separate consent agreement accepted by the customer before you create the customer subscription. 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.

Authorization for PINless Debits

You must have a consent statement displayed on your web site or read to the customer over the phone and accepted by the customer before you create a customer subscription for PINless debits. 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 account number to be debited.

- Clearly indicate that the authorization is for a one-time purchase.

- Include instructions for revoking the authorization.

Reporting

Subscription Detail Report

The Subscription Detail report is available in XML and CSV formats and provides detailed information about customer subscriptions and their transactions.

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 *Reporting Developer Guide* (PDF | HTML).

Subscription Payment Exception Report

The Subscription Payment Exception Report provides information about installment and recurring customer subscriptions. The report includes two lists: retry mode and on hold. See "Subscription Payment Exception Report," page 50.

Transaction Endpoints

![!] **Important**   Contact CyberSource Customer Support to configure your account for Recurring Billing.

For live transactions, send requests to the production server:

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

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://ebc.cybersource.com

For test transactions, send requests to the test server:https://ics2wstesta.ic3.com/commerce/1.x/transactionProcessor

Search for and view your test subscriptions in the test version of the Business Center:

> https://ebctest.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 Recurring Billing Services

> ![Important] Contact CyberSource Customer Support to configure your account for Recurring Billing.

Relaxed Requirements for Address Data and Expiration Date

Services:

- paySubscriptionCreateService

Processors:

- American Express Direct
- Chase Paymentech Solutions
- CyberSource through VisaNet
- FDC Compass
- FDC Nashville Global
- FDMS South
- Ingenico ePayments
- GPN

To enable relaxed requirements for address data and expiration date, contact CyberSource Customer Support to have your account configured for this feature.

Historically, this data was mandated by CyberSource. With the advent of digital payments and an increasingly global e-commerce environment, CyberSource decided to relax the requirements for address data and expiration date.

Important When relaxed requirements for address data and expiration date are enabled for your CyberSource account, and your service request does not include one or more of the fields in the preceding list, you increase the risk of declined transactions and fraud depending on your location, your processor, and the cardholder's issuing bank.

It is your responsibility to determine whether a field is required for the transaction you are requesting. For example, effective October 2014, an issuing bank can decline an authorization request for a recurring transaction with a Visa Europe card if the expiration date is incorrect, invalid, or missing. If you do not provide the correct expiration date for a recurring transaction the authorization request may be declined.

Validating a Customer Subscription

⚠ **Important**	PINess debits cannot be preauthorized. You must validate the card before you create the customer subscription. See "PINless Debit Validation," page 27.

Three validation methods are available to validate a credit card or eCheck customer subscription before you create it.

Charging a Setup Fee

This fee can be charged only for card and eCheck payments. It is a one-time optional fee that you can charge only when you are creating a customer subscription.

Include the setup fee in the **purchaseTotals_grandTotalAmount** field and request the **paySubscriptionCreateService** and the **ccAuthService_run** service, along with the fields required for creating a subscription. See "Credit Card," page 32.

⚠ **Important**	CyberSource recommends that you do not enable partial authorizations for authorizing a setup fee. If the issuing bank approves a partial amount for the setup fee, the customer subscription is not created.

Automatically Preauthorizing an Account

Only card payments and eCheck payments can be preauthorized, and CyberSource does not charge you for this feature. Before the customer subscription is created, CyberSource authorizes a small amount against the payment method entered for the customer subscription. Each payment processor supports different preauthorization amounts. See "Supported Processors and Payment Methods," page 14.

If your account is configured for automatic preauthorizations, CyberSource automatically runs several fraud checks during a preauthorization depending on the payment method for the new customer subscription:

■ AVS checks—credit card only

■ CVN checks—credit card only

■ Decision Manager—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 subscription with automatic preauthorizations and automatic preauthorization reversals enabled, the order of services is:

1   Credit card authorization for the preauthorization.

2   Subscription creation—only if the authorization is successful.

3   Full authorization reversal—only if the authorization is successful and the preauthorization amount is not 0.00.

To enable automatic preauthorizations using the Business Center:

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 **Recurring Billing > Settings**.

Step 3   Check **Perform an automatic preauthorization before creating subscriptions**.

Step 4   Click **Submit Changes**.

To set the e-commerce indicator for the first payment to recurring:

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 **Recurring Billing** > **Settings**.

Step 3   Check **Set e-commerce indicator for first payment to Recurring**.

> ⚠️ **Important**   All subsequent recurring payments are set to recurring regardless of this setting. This setting is for all card types on Atos and for MasterCard and American Express transactions on FDC Nashville Global.

Step 4   Click **Submit Changes**.

To disable automatic preauthorizations using the API:

> **Note**
>
> Use the **paySubscriptionCreateService_disableAutoAuth** field if your CyberSource account is configured for automatic preauthorizations.

Step 1   Request the **paySubscriptionCreateService** service. See "Creating a Recurring Subscription," page 32.

Step 2   In the **paySubscriptionCreateService** request, set the **paySubscriptionCreateService_disableAutoAuth** field to **true**.

Manually Preauthorizing a Subscription

This feature is available only for card payments and eCheck payments. You can manually preauthorize a customer's subscription when you create it.

> **Important**
>
> If your processor (see page 14) supports full authorization reversals and if you charged more than 0.00 for the preauthorization, CyberSource recommends that you subsequently request a full authorization reversal.

To manually preauthorize a card customer subscription:

Step 1   Request the **paySubscriptionCreateService** service. See "Credit Card," page 27.

Step 2   Include the following fields in the request:

- ccAuthService_run—set to **true**.
- purchaseTotals_grandTotalAmount—set to **0.00** or a small amount.

> **Note**
>
> For all card types on Atos and for MasterCard and American Express transactions on FDC Nashville Global, include the following fields:
>
> - ccAuthService_commerceIndicator=recurring
>
>   To use the Business Center for setting the e-commerce indicator to recurring, see page 25.
> - ccAuthService_firstRecurringPayment=TRUE
> - card_cvNumber
>
> See *Credit Card Services Using the Simple Order API* (PDF | HTML) for detailed descriptions of the above request fields. See

To manually preauthorize an eCheck customer subscription:

Step 1   Request the **paySubscriptionCreateService** service. See "eCheck," page 34.

Step 2   Include the following fields in the request:

- ecDebitService_run—set to **true**.
- ecDebitService_paymentMode—set to **1**.

PINless Debit Validation

PINless debits cannot be preauthorized. Instead, you must validate the card before you create the customer subscription.

To validate a PINless debit card you must request the **pinlessDebitValidateService** service before requesting the **paySubscriptionCreateService** service.

For detailed information about requesting the **pinlessDebitValidateService** service, see the *PINless Debit Card Services Using the Simple Order API* (PDF | HTML).

Creating an Installment Subscription

Credit Card

You must validate the customer account before the customer subscription is created. See "Validating a Customer Subscription," page 24. If you need to include a setup fee, see "Charging a Setup Fee," page 24.

Important

To create an installment subscription:

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

Step 2   Include the following fields in the request:

- billTo_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email

- billTo_postalCode
- billTo_state
- billTo_street1
- card_accountNumber
- card_cardType
- card_expirationMonth
- card_expirationYear
- merchantID
- merchantReferenceCode
- purchaseTotals_currency
- recurringSubscriptionInfo_frequency
- recurringSubscriptionInfo_amount
- recurringSubscriptionInfo_startDate
- recurringSubscriptionInfo_numberOfPayments

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Including the Payment Network Token

Note
You can request an authorization before requesting that a subscription be created. For the authorization request details, see *Payment Network Tokenization Using the Simple Order API* (PDF | HTML).

To create an installment subscription:

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

Set the **ccAuthService_run** service field to **true**. For Visa cards include the following payer authentication fields:

- ccAuthService_commerceIndicator=vbv
- ccAuthService_cavv=*the cryptogram value*
- ccAuthService_xid=*the cryptogram value*

For MasterCard cards include the following payer authentication fields:

- ccAuthService_commerceIndicator=spa
- ccAuthService_cavv=*the cryptogram value*
- ucaf_collectionIndicator=2

For American Express cards include the following payer authentication fields:

- ccAuthService_commerceIndicator=aesk
- ccAuthService_cavv=*block A of the cryptogram value.* If it is a 20-byte cryptogram, include it in this field.
- ccAuthService_xid=*block B of the cryptogram value.* If it is a 40-byte cryptogram, include the first 20-byte value (block A) in the ccAuthService_cavv field and the second 20-byte value (block B) in this field.

Step 2   Include the following fields in the request:

- billTo_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email
- billTo_postalCode
- billTo_state
- billTo_street1
- card_accountNumber—populate with the network token value obtained from your payment network token provider.
- card_cardType—must be 001, 002, or 003.
- card_expirationMonth—populate with the network token expiration month obtained from payment network token provider.
- card_expirationYear—populate with the network token expiration year obtained from payment network token provider.
- merchantID
- merchantReferenceCode
- purchaseTotals_currency
- recurringSubscriptionInfo_frequency
- recurringSubscriptionInfo_amount
- recurringSubscriptionInfo_startDate
- recurringSubscriptionInfo_numberOfPayments
- paymentNetworkToken_transactionType—set to 1.
- paymentNetworkToken_requestorID—this field is supported only for CyberSource through VisaNet.

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

eCheck

Important

You must validate the customer account before the customer subscription is created. See "Validating a Customer Subscription," page 24.

To create a customer subscription that uses eChecks:

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

Step 2   Include the following fields in the request:

- subscription_paymentMethod—set to **check**.
- billTo_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email
- billTo_postalCode
- billTo_state
- billTo_street1
- billTo_phoneNumber—contact your payment processor representative to learn whether this field is required or optional.
- merchantID
- merchantReferenceCode
- purchaseTotals_currency
- recurringSubscriptionInfo_frequency
- recurringSubscriptionInfo_amount
- recurringSubscriptionInfo_startDate
- recurringSubscriptionInfo_numberOfPayments
- 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_companyTaxID—contact your TeleCheck representative to learn whether this field s required or optional.
- check_accountNumber
- check_accountType
- check_bankTransitNumber
- check_secCode—required if your processor is TeleCheck.

■ check_checkNumber—contact your payment processor representative to learn whether this field is required or optional.

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

PINless Debit

Important

You must validate the customer account before the customer subscription is created. See "PINless Debit Validation," page 27.

To create a customer subscription that uses PINless debits:

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

Step 2   Include the following fields in the request:

■ subscription_paymentMethod—set to **pinless debit**.

■ billTo_firstName

■ billTo_lastName

■ billTo_city

■ billTo_country

■ billTo_email

■ billTo_postalCode

■ billTo_state

■ billTo_street1

■ card_accountNumber

■ card_expirationMonth

■ card_expirationYear

■ merchantID

■ merchantReferenceCode

■ purchaseTotals_currency

■ recurringSubscriptionInfo_frequency

■ recurringSubscriptionInfo_amount

■ recurringSubscriptionInfo_startDate

■ recurringSubscriptionInfo_numberOfPayments

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

Creating a Recurring Subscription

Credit Card

> ⚠️ **Important**
>
> You must validate the customer account before the customer subscription is created. See "Validating a Customer Subscription," page 24. If you need to include a setup fee, see "Charging a Setup Fee," page 24.

To create a recurring subscription:

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_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email
- billTo_postalCode
- billTo_state
- billTo_street1
- card_accountNumber
- card_cardType
- card_expirationMonth
- card_expirationYear
- merchantID
- merchantReferenceCode
- purchaseTotals_currency
- recurringSubscriptionInfo_frequency
- recurringSubscriptionInfo_amount
- recurringSubscriptionInfo_startDate

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Including the Payment Network Token

To create a recurring subscription:

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

Set the **ccAuthService_run** service field to **true**. For Visa cards include the following payer authentication fields:

- ccAuthService_commerceIndicator=vbv
- ccAuthService_cavv=*the cryptogram value*
- ccAuthService_xid=*the cryptogram value*

For Mastercard cards include the following payer authentication fields:

- ccAuthService_commerceIndicator=spa
- ccAuthService_cavv=*the cryptogram value*
- ucaf_collectionIndicator=2

For American Express cards include the following payer authentication fields:

- ccAuthService_commerceIndicator=aesk
- ccAuthService_cavv=*block A of the cryptogram value*. If it is a 20-byte cryptogram, include it in this field.
- ccAuthService_xid=*block B of the cryptogram value.* If it is a 40-byte cryptogram, include the first 20-byte value (block A) in the ccAuthService_cavv field and the second 20-byte value (block B) in this field.

Step 2 Include the following fields in the request:

- billTo_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email
- billTo_postalCode
- billTo_state

- billTo_street1
- card_accountNumber—populate with the network token value obtained from your payment network token provider.
- card_cardType—must be 001, 002, or 003.
- card_expirationMonth—populate with the network token expiration month obtained from payment network token provider.
- card_expirationYear—populate with the network token expiration year obtained from payment network token provider.
- merchantID
- merchantReferenceCode
- purchaseTotals_currency
- recurringSubscriptionInfo_frequency
- recurringSubscriptionInfo_amount
- recurringSubscriptionInfo_startDate
- paymentNetworkToken_transactionType—set to 1.
- paymentNetworkToken_requestorID—this field is supported only for CyberSource through VisaNet.

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

eCheck

> ⚠️ **Important**   You must validate the customer account before the customer subscription is created. See "Validating a Customer Subscription," page 24. If you need to include a setup fee, see "Charging a Setup Fee," page 24.

To create a recurring subscription that uses eChecks:

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

Step 2   Include the following fields in the request:

- subscription_paymentMethod—set to **check**.
- billTo_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email
- billTo_postalCode
- billTo_state

- billTo_street1

- billTo_phoneNumber—contact your payment processor representative to learn whether this field is required or optional.

- merchantID

- merchantReferenceCode

- purchaseTotals_currency

- recurringSubscriptionInfo_frequency

- 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_companyTaxID—contact your TeleCheck representative to learn whether this field is required or optional.

- check_accountNumber

- check_accountType

- check_bankTransitNumber

- check_secCode—required if your processor is TeleCheck.

- check_checkNumber—contact your payment processor representative to learn whether this field is required or optional.

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

PINless Debit

> **Important**
>
> You must validate the customer account before the customer subscription is created. See "PINless Debit Validation," page 27.

To create a recurring subscription that uses PINless debits:

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

Step 2   Include the following fields in the request:

- subscription_paymentMethod—set to **pinless debit**.
- billTo_firstName
- billTo_lastName
- billTo_city
- billTo_country
- billTo_email
- billTo_postalCode
- billTo_state
- billTo_street1
- card_accountNumber
- card_expirationMonth
- card_expirationYear
- merchantID
- merchantReferenceCode
- purchaseTotals_currency
- recurringSubscriptionInfo_frequency

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

Updating a Customer Subscription

Updating Card Account Number

Important

You can update all fields except the **recurringSubscriptionInfo_frequency**, **recurringSubscriptionInfo_startDate** and **recurringSubscriptionInfo_numberOfPayments** fields. 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 subscription ID (see page 12), and you update the card number, you receive a new subscription ID if the last four digits of the new card number are different from the previous card number. The status of the previous subscription ID changes to *superseded*. You cannot update, delete, or cancel a customer subscription that has a status of *superseded*.

To update a customer's card account number:

Note

When you update the card number for a customer subscription, CyberSource recommends that you validate the customer subscription. See "Validating a Customer Subscription," page 24.

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 page 22.

- card_expirationYear—this field is optional if your CyberSource account is configured for relaxed requirements for address data and expiration date. See page 22.

- merchantID

- merchantReferenceCode

- recurringSubscriptionInfo_subscriptionID

See, "API Fields," page 55, for detailed descriptions of the request and reply fields. See , "Examples," page 89, for a request and reply example.

Removing Card Expiration Date

To remove a customer's card expiration date:

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

Step 2   Include the following fields in the request:

- card_expirationMonth—set to **0**.
- card_expirationYear—set to **0**.
- merchantID
- merchantReferenceCode
- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Replacing Card Information with a Payment Network Token

You can replace the customer's card information, which is stored in the customer subscription, with a payment network token. For more information about payment network tokens, see page 12.

Note	Updated billing and shipping information can also be included in the request. To remove a value that is stored in the customer subscription, include the relevant API field in the request, but do not include a value for the field.

To replace a customer's card information with a payment network token:

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

Step 2   Include the following fields in the request:

- card_accountNumber—populate with the network token value obtained from your payment network token provider.

- card_cardType—must be 001, 002, or 003.

- card_expirationMonth—populate with the network token expiration month obtained from your payment network token provider.

- card_expirationYear—populate with the network token expiration year obtained from your payment network token provider.

- paymentNetworkToken_transactionType—set to 1.

- paymentNetworkToken_requestorID—this field is supported only for CyberSource through VisaNet.

- merchantID

- merchantReferenceCode

- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

Updating Payment Network Token Information

You can update the payment network token information that is stored in the customer subscription. For more information about payment network tokens, see page 12.

	Updated billing and shipping information can also be included in the request. To remove a value that is stored in the customer subscription, include the relevant API field in the request, but do not include a value for the field.
Note	

To update a customer's payment network token:

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

Step 2 Include the following fields in the request:

- card_accountNumber—populate with the network token value obtained from your payment network token provider.

- card_cardType—must be 001, 002, or 003.

- card_expirationMonth—populate with the network token expiration month obtained from your payment network token provider.

- card_expirationYear—populate with the network token expiration year obtained from your payment network token provider.

- paymentNetworkToken_transactionType—set to 1.

- paymentNetworkToken_requestorID—this field is supported only for CyberSource through VisaNet.

- merchantID

- merchantReferenceCode

- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

Replacing a Payment Network Token with Card Information

You can replace the customer's payment network token, which is stored in the customer subscription, with the customer's card information. For more information about payment network tokens, see page 12.

Note	Updated billing and shipping information can also be included in the request. To remove a value that is stored in the customer subscription, include the relevant API field in the request, but do not include a value for the field.

To update a customer's payment network token to card information:

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
- card_expirationYear
- paymentNetworkToken_transactionType—include an empty value in this field.
- paymentNetworkToken_requestorID—include an empty value in this field.
- merchantID
- merchantReferenceCode
- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields.

Changing the Payment Method of a Customer Subscription

> ⚠️ **Important**
>
> You must validate the customer account before the customer subscription is created. See "Validating a Customer Subscription," page 24.

> ✏️ **Note**
>
> You cannot change the payment method to or from the *Other* payment method. The *Other* payment method enables you to store data securely in a customer subscription. This payment method is useful if you do not intend to use the customer subscription for payment transactions. See *Payment Tokenization Using the Simple Order API* (PDF | HTML).

To change the payment method of a customer subscription:

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

Step 2 Include the following fields in the request:

- subscription_paymentMethod—change to **credit card** (see page 27), or **check** (see page 34), or **pinless debit** (see page 36).

- merchantID

- merchantReferenceCode

- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Requesting an On-Demand Transaction

An on-demand transaction is a real-time transaction using the details stored in a customer profile. On-demand transactions that you can request are:

- Credit cards—authorization, sale (an authorization and capture), and credit.
- Electronic checks—debit and credit.
- PINless debits—debit.

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 "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

To request an on-demand credit transaction:

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 "API Fields," page 55, for detailed descriptions of the request and reply fields.

Converting a Transaction to a Customer Subscription

| ! **Important** | Transaction information resides in the CyberSource database for 60 days after the transaction is processed. When you create a customer subscription from an existing transaction, the account is already validated. You can charge a setup fee. See "Charging a Setup Fee," page 24. |

| ✎ **Note** | If you account is configured to use automatic preauthorizations, CyberSource does not perform a preauthorization when you convert a transaction to a customer subscription. |

To convert a transaction to a customer subscription:

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

Step 2 Include the following fields in the request:

- merchantID
- merchantReferenceCode
- recurringSubscriptionInfo_frequency
- paySubscriptionCreateService_paymentRequestID—include the request ID value returned from the original transaction request.

| ✎ **Note** | If you are using the FDC Nashville Global processor, you can also update the **billTo_email** field. Include the field with the new value in the request. |

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Retrieving a Customer Subscription

To retrieve a customer subscription:

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

Step 2   Include the following fields in the request:

- merchantID

- merchantReferenceCode

- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Updating Subscription Payments

To update payments of a subscription:

Step 1   Set the **paySubscriptionEventUpdateService_run** service field to **true**.

Step 2   Include the following fields in the request:

- merchantID

- merchantReferenceCode

- recurringSubscriptionInfo_numberOfPaymentsToAdd—include this field to add a number of payments to a subscription.

- paySubscriptionEventUpdateService_action—include this field to skip, unskip, approve, or unapprove a payment. Set to **skip**, **unskip**, **approve**, or **unapprove**.

- paySubscriptionEventUpdateService_event_approvedBy—enter the name of the financial institution or person who is approving the payment.

- paySubscriptionEventUpdateService_event_amount—include this field to change the payment amount associated with the subscription.

- paySubscriptionEventUpdateService_event_number

- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Cancelling a Customer Subscription

Important Only recurring and installment customer subscriptions can be cancelled.

To cancel a customer subscription:

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

Step 2   Include the following fields in the request:

- merchantID
- merchantReferenceCode
- recurringSubscriptionInfo_status—set to **cancel**.
- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Deleting a Customer Subscription

⚠️ **Important**	Deleting a customer subscription is permanent. When a subscription is deleted, any subscriptions it superseded are also deleted.

To delete a customer subscription:

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

Step 2   Include the following fields in the request:

- merchantID
- merchantReferenceCode
- recurringSubscriptionInfo_subscriptionID

See "API Fields," page 55, for detailed descriptions of the request and reply fields. See "Examples," page 89, for a request and reply example.

Additional Features

Email Notifications

![Important] You can configure email notifications on the Subscription Settings page in the Business Center, or contact CyberSource Customer Support to configure this functionality.

CyberSource can send emails to your customers on your behalf to alert them of events related to their subscriptions. CyberSource offers the following types of email notifications:

- Pre-processing notification—informs the customer of an upcoming payment. This message can be sent seven days before CyberSource processes the payment. You can configure this setting by selecting the number of days the customer receives the notification before their transaction has been processed. When a card is to expire within 60 days, CyberSource adds a paragraph with this information to the message.

- Successful payment message—informs the customer of a successful payment. This email message is not sent if you process a one-time payment for a subscription.

- Failed payment message—informs the customer of a problem with one of the payments for the installment or recurring subscription. This email is sent only when the subscription goes on hold, not simply because one payment attempt has failed.

To configure email notifications:

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 **Recurring Billing > Settings**.

Step 3 Configure the email notifications you would like to send to a customer.

Step 4 Click **Submit Changes**.

Email Format

For each type of notification, you must enter text in each section of the message:

Header—use the header section to add information about your company appropriate for the type of email message. For example, if the email is a successful payment message, the text you might add is *Demo company thanks you for your recent purchase*.

Body—use the body section to add information about the transaction appropriate for the type of email message. Add the customer's name, a description of the product purchased, and the total amount for the transaction.

Footer—use the footer to add a message that gives the customer contact details for your company. For example, *If you have any queries relating to your purchase, please visit us at www.democompany.com or call us at 123-123-1234*.

Email Smart Tags

You can insert email smart tags to add specific information to each email notification. If no data exists for the smart tag, no information is displayed in the email.

Table 4   **Email Smart Tags**

Smart Tag	Description
##AMOUNT##	Amount of the payment.
##COMMENTS##	Optional comments that you included when creating the subscription.
##CUSTOMER_ACCOUNT_ID##	Optional account ID, tracking number, reward number, or other unique number that you assign to the customer.
##CUSTOMER_FIRST_NAME##	Customer first name.
##CUSTOMER_LAST_NAME##	Customer last name.
##ACCOUNT_NUMBER_LAST_DIGITS##	Card number with all but the last four digits masked.
##MERCHANT_NAME##	Merchant name.
##ORDER_NUMBER##	Order or merchant reference number that you assigned to the customer's subscription.
##PAYMENT_DATE##	Date that a successful payment or failed payment attempt was processed.
##SCHEDULED_DATE##	Date of an upcoming payment that is used for the pre-notification email.
##TITLE##	Title of the customer subscription.

Email Templates

CyberSource provides email templates for each type of email notification.

Successful Payment Template

Subject: Your Account Has Been Billed by ##MERCHANT_NAME##

<HEADER>

Dear ##CUSTOMER_FIRST_NAME## ##CUSTOMER_LAST_NAME##,

A payment has been charged to your account:

Order Number: ##ORDER_NUMBER##

For: ##TITLE##

On: ##PAYMENT_DATE##

Amount: ##AMOUNT##

Account: ##ACCOUNT_NUMBER_LAST_DIGITS##

<FOOTER>

Failed Payment Template

Subject: ##MERCHANT_NAME## Had a Problem Billing Your Account

<HEADER>

Dear ##CUSTOMER_FIRST_NAME## ##CUSTOMER_LAST_NAME##,

Order Number: ##ORDER_NUMBER##

For: ##TITLE##

On: ##PAYMENT_DATE##

Amount: ##AMOUNT##

Account: ##ACCOUNT_NUMBER_LAST_DIGITS##

<FOOTER>

Payment Exceptions

⚠️ **Important**	Contact CyberSource Customer Support to set the maximum amount of payment retries before a transaction is placed *on hold*.

If a scheduled credit card payment fails, CyberSource automatically retries to collect the payment. While CyberSource is retrying to process the transaction, the customer subscription is in *retry mode*. After all possible retries are exhausted, the customer subscription changes from retry mode to *on hold*.

Subscription Payment Exception Report

The Subscription Payment Exception Report provides information about installment and recurring customer subscriptions. The report includes two lists: retry mode and on hold.

Retry Mode

Subscriptions in this list are in retry mode because CyberSource is attempting to process payments that have failed.

Corrective Action (On Hold)

Subscriptions in the On Hold list are on hold because they need corrective action. This situation exists because all retries have been exhausted or because a payment failed for a reason that requires your attention, such as, an expired credit card number. You cannot manually place a subscription on hold, and CyberSource does not automatically cancel a subscription that is on hold.

If the subscription went on hold for a reason that requires you to update the subscription, contact the customer to get the updated information. When you update the subscription, it is automatically taken off hold, and all past payments are automatically scheduled for collection the next day. If you want to prevent the past-due payment from being scheduled, you can skip it as described in "Updating Subscription Payments," page 44.

⚠️ **Important**	CyberSource recommends that you skip past-due payments before updating a subscription with the correct information (see "Updating Subscription Payments," page 44). If you update the subscription first and then skip the past-due payments, you could create a timing conflict that results in the payments being executed instead of being skipped. To avoid this possibility, skip the payments before updating the subscription.

To take a subscription off hold:

Step 1   Determine why the subscription is on hold:

- In the Subscription Payment Exception Report, look at the status column.

- View the transaction details for the last failed payment attempt by viewing the subscription information. See "Retrieving a Customer Subscription," page 44

Step 2   Update the subscription with new or corrected information. See "Updating a Customer Subscription," page 37

When you update the subscription, it is automatically taken off hold and all past payments are automatically scheduled for collection the next day. To prevent past-due payments from being scheduled, you can skip them as described in "Updating Subscription Payments," page 44.

Optional Data Storage

Each payment method enables you to store data securely in a customer subscription. If you are using the *Other* payment method, you must use CyberSource API services to submit a customer subscription request. This payment method is useful if you do not intend to use the customer subscription for payment transactions. See *Payment Tokenization Using the Simple Order API* (PDF | HTML)

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

- **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.

Warning	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.

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

Visa Bill Payment Program

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 **recurringsubscrptionInfo_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).

Replacement Expiration Dates

	Contact CyberSource Customer Support to configure your account to use replacement expiration dates. This feature is available only for installment and recurring customer subscriptions.
Note	

	Effective October 17, 2014, an issuing bank can decline an authorization request for a recurring transaction with a Visa Europe card if the expiration date is incorrect, invalid, or missing. If you do not provide the correct expiration date for a recurring transaction the authorization request may be declined.
Important	

Your account can be configured so that when a credit card's expiration date passes, CyberSource automatically uses a replacement expiration date to process payments for that customer subscription. See "Supported Processors and Payment Methods," page 14, for a list of processors that support replacement expiration dates.

Customer Subscription Sharing

	Contact CyberSource Customer Support to enable your account for subscription sharing.
Note	

When you create a customer subscription, your CyberSource merchant ID is associated with that subscription. You can share customer profiles among merchant IDs, and you can access customer subscriptions 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 subscription information—in your request include your merchant ID and the subscription ID of the customer subscription (see page 44). If the customer subscription is not enabled for subscription sharing, CyberSource returns the reason code 150 (see page 83).

- Update customer subscription information—In your request include your merchant ID and the subscription ID of the customer subscription (see page 37). If the customer subscription is not enabled for profile sharing, CyberSource returns the reason code 150 (see page 83).

■ Perform an on-demand transaction using the customer subscription—In your request include your merchant ID and the subscription ID of the customer subscription (see). If the customer subscription is not enabled for profile subscription, CyberSource returns the reason code 150 (see).

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

Account Updater

CyberSource Account Updater is integrated with the Recurring Billing functionality so that your customer subscriptions 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 subscription IDs (tokens) to be processed by the Account Updater service, or CyberSource can configure your account to automatically update your customer subscriptions with updated credit card data. See the *Account Updater User Guide* (PDF | HTML).

API Fields

The Recurring Billing service names in the API field tables have been shortened to:

Service Name	Shortened Name
paySubscriptionCreateService	Create
paySubscriptionDeleteService	Delete
paySubscriptionUpdateService	Update
paySubscriptionEventUpdateService	Event 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 5   Request Fields

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
billTo_city	City of the billing address.	Create (R)[1] Update (O)	String (50)
billTo_company	Name of the customer's company. ***CyberSource through VisaNet*** Credit card networks cannot process transactions that contain non-ASCII characters. CyberSource through VisaNet accepts and stores non-ASCII characters correctly and displays them correctly in reports. However, the limitations of the credit card networks prevent CyberSource through VisaNet from transmitting non-ASCII characters to the credit card networks. Therefore, CyberSource through VisaNet replaces non-ASCII characters with meaningless ASCII characters for transmission to the credit card networks.	Create (O) Update (O)	String (60)
billTo_companyTaxID	Tax identifier for the customer's company. **Important** Contact your TeleCheck representative to find out if this field is required or optional.	Create (See description) Update (See description)	String (9)
billTo_customerID	Your identifier for the customer.	Create (O) Update (O)	String (100)
billTo_dateOfBirth	Customer's date of birth. Format: YYYY-MM-DD or YYYYMMDD	Create (O) Update (O)	String (10)
billTo_driversLicenseNumber	Customer's driver's license number. **Important** Contact your TeleCheck representative to find out if this field is required or optional.	Create (See description) Update (See description)	String (30)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
billTo_driversLicenseState	State or province in which the customer's driver's license was issued. Use the two-character ISO state and province code. **Important** Contact your TeleCheck representative to find out if this field is required or optional.	Create (See description) Update (See description)	String (2)
billTo_email	Customer email address.	Create (R)[1] Update (O)	String (255)
billTo_firstName	Customer's first name.	Create (R)[1] Update (O)	String (60)
billTo_lastName	Customer's last name.	Create (R)[1] Update (O)	String (60)
billTo_phoneNumber	Customer's phone number. When creating a customer subscription, the requirements depend on the payment method: ■ Credit cards—optional. ■ Electronic checks—contact your payment processor representative to find out if this field is required or optional. ■ PINless debits—optional.	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] Example: 12345-6789 If the billing country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space][numeric][alpha][numeric] Example: A1B 2C3	Create (R)[1] Update (O)	CyberSource through VisaNet: String (9) All other processors: String (10)
billTo_state	State or province in the billing address. Use the two-character ISO state and province code. **Important** Required when the billing country is the U.S. or Canada; otherwise, optional.	Create (See description)[1] Update (O)	String (2)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5 Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
billTo_street1	First line of the billing address.	Create (R)[1] Update (O)	CyberSource through VisaNet: String (40) Litle: String (35) Moneris: String (50) All other processors: String (60)
billTo_street2	Second line of the billing address.	Create (O) Update (O)	CyberSource through VisaNet: String (40) Litle: String (35) Moneris: String (50) All other processors: String (60)
businessRules_ declineAVSFlags	List of AVS codes that cause the customer subscription 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 page 24 and page 86. **Important** You must include the value N in the list if you want to receive declines for the AVS code N.	Create (O)	String (255)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5 Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
businessRules_ ignoreAVSResult	Indicates whether CyberSource should ignore the results of the AVS check and create the customer subscription even if the credit card does not pass the AVS check. Use this field only if you are using automatic preauthorization. **Important** Do not use this field if you are using Smart Authorization to alert you to authorizations that fail AVS or CVN checks. Possible values: ▪ true: ignore the results of the AVS check and create the customer subscription. ▪ false (default): if the AVS check fails, do not create the customer subscription. When this value is `true`, the list in the **businessRules_declineAVSFlags** field is ignored.	Create (O)	String (5)
card_accountNumber	Card account number.	Create (R for card payments) Update (O)	String (20)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
card_cardType	Type of card to authorize. For more information about which cards can be handled by each processor, see *Credit Card Services User Guide* (PDF | HTML). Possible values: ■ 001: Visa ■ 002: MasterCard, Eurocard—European regional brand of MasterCard ■ 003: American Express ■ 004: Discover ■ 005: Diners Club ■ 006: Carte Blanche ■ 007: JCB ■ 014: EnRoute ■ 021: JAL ■ 024: Maestro (UK Domestic) ■ 031: Delta—Use this value only for Ingenico ePayments. For other processors, use 001 for all Visa card types. ■ 033: Visa Electron ■ 034: Dankort ■ 036: Carte Bleu ■ 037: Carta Si ■ 042: Maestro (International) ■ 043: GE Money UK card—before setting up your system to work with GE Money UK cards, contact the CyberSource UK Support Group.	Create (R for card payments) 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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
card_cvIndicator	Indicates whether a card verification number was included in the request. Possible values: ■ 0 (default): CVN service not requested. This default is used if you do not include **card_cvNumber** in the request. ■ 1 (default): CVN service requested and supported. This default is used if you include **card_cvNumber** in the request. ■ 2: CVN on credit card is illegible. ■ 9: CVN was not imprinted on credit card.	Create (O)	String with numbers only (1)
card_cvNumber	Card verification number. Include this field only if you are using automatic preauthorization and want to run the CVN check. See "Validating a Customer Subscription," page 24. Do not include this field if you are creating a customer subscription that uses Ingenico ePayments.	Create (O)	String with numbers only (4)
card_expirationMonth	Expiration month. Format: MM	Create (R for card payments) Update[1]	String (2)
card_expirationYear	Expiration year. Format: YYYY ***FDC Nashville Global and FDMS South*** 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.	Create (R for card payments) Update[1]	FDC Nashville Global and FDMS South: String (See description) All other processors: String (4)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   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)
ccAuthService_cavv	***Visa*** Cryptogram for payment network tokenization transactions. The value for this field must be 28 character base64 or 40-character hex binary. All cryptograms use one of these formats. ***American Express*** Block A of the cryptogram for payment network tokenization transactions. The value for this field must be 28-character base64 or 40-character hex binary. All cryptograms use one of these formats.	Create (R-required for payment network token transactions with Visa and American Express)	String (40)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
ccAuthService_ commerceIndicator	***In-App Transactions*** Type of payer authentication fields that are being used for the payment network tokenization transaction. Possible values: ▪ `aesk`: American Express SafeKey ▪ `spa`: MasterCard SecureCode ▪ `vbv`: Verified by Visa	Create (R- required for payment network token transaction)	String (13)
ccAuthService_xid	***Visa*** Cryptogram for payment network tokenization transactions. The value for this field must be 28-character base64 or 40-character hex binary. All cryptograms use one of these formats. ***American Express*** Block B of the cryptogram for payment network tokenization transactions. The value for this field must be 28-character base64 or 40-character hex binary. All cryptograms use one of these formats.	Create (R- required for payment network token transactions with Visa and American Express)	String (40)
check_accountNumber	Checking account number.	Create (R for eCheck payments) Update (O)	String (17)
check_accountType	Checking account type. Possible values: ▪ C: checking ▪ S: savings (USD only) ▪ X: corporate checking (USD only) ▪ G: general ledger	Create (R for eCheck payments) Update (O)	String (1)
check_bankTransitNumber	Bank routing number. This value is also known as the *transit number*.	Create (R for eCheck payments) Update (O)	String (9)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
check_secCode	**Important** This field is required if your processor is TeleCheck. Code that specifies the authorization method for the transaction. Possible values: ■ 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. ■ 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. ■ 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. ■ 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.	Create (R for eCheck payments) 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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
decisionManager_enabled	Indicates whether to use Decision Manager for a customer subscription. Use this field only if you are using Decision Manager and are configured to use automatic preauthorizations as described on page 24. Also see "Supported Processors and Payment Methods," page 14. If you account is enabled for Decision Manager, Decision Manager will be used on the preauthorization that occurs before the customer subscription is created. You can use this field to turn off Decision Manager for the preauthorization for this specific customer subscription. Possible values: ■ false: do not use Decision Manager for this customer subscription. ■ true (default): use Decision Manager for this customer subscription.	Create (O)	String (5)
ignoreCardExpiration	Indicates whether to ignore a card expiration date when creating a subscription. Possible values: ■ false: do not ignore the card expiration date. ■ true: ignore the card expiration date. **Note** If set to true, the **paySubscriptionCreateService_ disableAutoAuth** field must also be set to true.	Create (O)	String (5)
invoiceHeader_ merchantDescriptorAlternate	For the description, used-by information, data type, and length, see Merchant Descriptors in *Credit Card Services Using the Simple Order API* (PDF | HTML).	Create Retrieve Update Delete	

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields   (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
item_0_unitPrice	Use this field or the **purchaseTotals_ grandTotalAmount field** to specify the amount for a setup fee or for a manual preauthorization. These features are not available for all payment methods. See "Charging a Setup Fee," page 24, and "Manually Preauthorizing a Subscription," page 26.	Create (See description) Update (O)	String (15)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
merchantDefinedData_field1 merchantDefinedData_field2 merchantDefinedData_field3 merchantDefinedData_field4	Four fields that you can use to store information. These values are displayed on the **Subscription Transaction Details** page on the Business Center. To understand the different kinds of data storage fields see "Optional Data Storage," page 51. **Warning** 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. **Note** If you are creating a customer subscription based on an existing transaction, the merchant-defined data fields do not get transferred to the new customer subscription.	Create (O) Update (O)	String (255)
merchantID	Your CyberSource merchant ID.	Required for all services	String (30)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5 Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
merchantReferenceCode	Merchant-generated order reference or tracking number.	Required for all services	Asia, Middle East, and Africa Gateway: String (40) Atos: String (32) All other processors: 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.	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. **Note** The maximum number of characters allowed is 2048.	Create (O) Update (O)	String (2K)
paymentNetworkToken_ requestorID	Value that identifies your business and indicates that the cardholder's account number is tokenized. This value is assigned by the token service provider and is unique within the token service provider's database. See page 28 and page 33. **Note** This field is supported only for CyberSource through VisaNet and FDC Nashville Global.	Create (O)	Integer (11)
paymentNetworkToken_ transactionType	Type of transaction that provided the token data. This value does not specify the token service provider; it specifies the entity that provided you with information about the token. See page 28 and page 33. Value: 1: In-app transaction. An application on the customer's mobile device provided the token data for an e-commerce transaction.	Create (R- required for payment network token transaction)	String (1)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
paySubscriptionCreateService _disableAutoAuth	Indicates whether to turn off the preauthorization check when creating this customer subscription (see page 24). Use this field if your CyberSource account is configured for automatic preauthorizations but for this specific customer subscription you want to override that setting. Possible values: ■ false: no, go ahead and perform the preauthorization for this customer subscription. ■ true: yes, turn off the preauthorization check for this customer subscription.	Create (O)	String (5)
paySubscriptionCreateService _paymentRequestID	The **request_id** value returned from a previous request for a authorization transaction. This value links the previous request to the current follow-on request. This field is required when converting an existing authorization to a customer subscription.	Create (O)	String (26)
paySubscriptionEventUpdate Service_action	Action to perform for the payment that is being updated. Possible values: ■ approve: approve the payment for processing. ■ unapprove: unapprove the payment. CyberSource will not process the payment. ■ skip: skip the payment. CyberSource will not process the payment. ■ unskip: unskip the payment. Unskipping a payment does not automatically approve it. You must approve the payment in a separate request.	Event Update (O)	String (9)
paySubscriptionEventUpdate Service_event_amount	Amount of the individual payment.	Event Update (O)	String (15)
paySubscriptionEventUpdate Service_event_approvedBy	Name of the financial institution or person who is approving the payment.	Event Update (O)	String (30)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
paySubscriptionEventUpdate Service_event_number	Number of the payment to update. For example, for a subscription with monthly payments that start in January, a value of 6 indicates that the June payment in the first year of the subscription and a value of 15 indicates the March payment in the second year of the subscription.	Event Update (O)	String (15)
purchaseTotals_currency	Currency used by the customer.	Create (R) Update (O)	String (5)
purchaseTotals_ grandTotalAmount	Use this field or **item_0_unitPrice** to specify the amount for a setup fee or for a manual preauthorization. These features are not available for all payment methods. See page 83"Charging a Setup Fee," page 24.	Create (See description) Update (O)	String (15)
recurringSubscriptionInfo_ amount	Amount of the subscription payments. This value must be greater than 0; otherwise, the recurring or installment subscription is not created.	Create (O) Update (O)	String (15)
recurringSubscriptionInfo_ automaticRenew	Indicates whether to automatically renew the payment schedule for a subscription. Possible values: ■ true (default): automatically renew. ■ false: do not renew automatically.	Create (O)	String (5)
recurringSubscriptionInfo_ billPayment	Indicates that the payments for this customer subscription are for the Bill Payment program. This feature applies to all transactions using this customer subscription. Possible values: ■ false (default): not a Visa Bill Payment. ■ true: Visa Bill Payment.	Create (O) Update (O)	String (1)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
recurringSubscriptionInfo_ frequency	Frequency of payments for the subscription. Possible values: ■ on-demand: no payment schedule. See *Payment Tokenization Using the Simple Order API* (PDF | HTML). ■ weekly: every 7 days. ■ bi-weekly: every 2 weeks. ■ quad-weekly: every 4 weeks. ■ monthly ■ semi-monthly: twice every month (1st and 15th). ■ quarterly ■ semi-annually: twice every year. ■ annually	Create (R)	String (20)
recurringSubscriptionInfo_ numberOfPayments	Total number of payments for the duration of the installment subscription. The maximum allowed value is 261, which is the equivalent of 5 years (including two leap days) of weekly payments. Maximum values: ■ 261: weekly ■ 130: bi-weekly ■ 65: quad-weekly ■ 60: monthly ■ 120: semi-monthly ■ 20: quarterly ■ 10: semi-annually ■ 5: annually ■ 0: on demand. No recurring frequency. See Payment Tokenization Using the Simple Order API*Payment Tokenization Using the Simple Order API* (PDF | HTML)*Payment Tokenization Using the Simple Order API* (PDF | HTML) (PDF|HTML).	Create (R for installment subscriptions; otherwise, not used.)	Integer (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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
recurringSubscriptionInfo_ numberOfPaymentsToAdd	Number of payments to add to an existing installment subscription. The maximum allowed value is 261, which is the equivalent of 5 years (including two leap days) of weekly payments.	Update (O)	Integer (3)
recurringSubscriptionInfo_ startDate	Date when your customer is billed for the first time for an installment or recurring subscription. Format: YYYYMMDD	Create (O)	String (10)
recurringSubscriptionInfo_ status	Status for the installment or recurring subscription. Possible value: cancel: cancel all future scheduled payments for the subscription.	Update (O)	String (15)
recurringSubscriptionInfo_ subscriptionID	Value that identifies the customer subscription for which the service is being requested. This value was sent to you when the customer subscription 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 ISO country codes.	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)
shipTo_phoneNumber	Phone number of the person receiving the product. When creating a customer profile, the requirements depend on the payment method: ■ Credit cards—optional. ■ Electronic checks—contact your payment processor representative to find out if this field is required or optional. ■ PINless debits—optional.	Create (See description) Update (See description)	String (15)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
shipTo_postalCode	Postal code for the shipping 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] Example: 12345-6789 If the billing country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space] [numeric][alpha][numeric] Example: A1B 2C3 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.	Create (O) Update (O)	String (10)
shipTo_state	State or province in the shipping address. Use the two-character ISO state and province code.	Create (O) Update (O)	String (2)
shipTo_street1	First line of the street address in the shipping address.	Create (O) Update (O)	String (60)
shipTo_street2	Second line of the street address in the shipping address.	Create (O) Update (O)	String (60)
subscription_paymentMethod	Method of payment. See "Supported Processors and Payment Methods," page 14. Possible values: ■ credit card ■ check ■ other—"Optional Data Storage," page 51. ■ pinless debit	Create (See description) Update (O)	String (20)
subscription_title	Name or title for the customer subscription.	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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Table 5   Request Fields (Continued)

Field Name	Description	Used by & Required (R)/ Optional (O)	Data Type & Length
ucaf_authenticationData	Universal cardholder authentication field (UCAF) data.	Create (R-required for payment network token transactions with MasterCard)	String (32)
ucaf_collectionIndicator	Required field for payment network tokenization transactions with MasterCard. Set the value for this field to 2.	Create (R-required for payment network token transactions with MasterCard)	String with numbers only (1)

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," page 18"Relaxed Requirements for Address Data and Expiration Date," page 22. **Important** It is your responsibility to determine whether a field is required for the transaction you are requesting.

Reply Fields

Table 6   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 *Credit Card Services Using the Simple Order API* (PDF | HTML).	Create	String (7)
ccAuthReply_ authorizationDateTime	Time of authorization.	Create	String (20)
ccAuthReply_avsCode	AVS results. See "AVS and CVN Codes," page 86.	Create	String (1)
ccAuthReply_avsCodeRaw	AVS result code sent directly from the processor. See "AVS and CVN Codes," page 86.	Create	String (1)

Table 6   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. **Important** 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 "Reason Codes," page 83.	Create	Integer (5)
ccAuthReply_reconciliationID	Reference number for the transaction. This value is not returned for all processors. See *Getting Started with CyberSource Advanced for the Simple Order API* (PDF | HTML) 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 "Reason Codes," page 83.	Create	Integer (5)
ccCaptureReply_ reconciliationID	Reference number for the transaction. This value is not returned for all processors. See *Getting Started with CyberSource Advanced for the Simple Order API* (PDF | HTML) 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: ■ ACCEPT ■ ERROR ■ REJECT	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)
merchantReference Code	Order reference or tracking number that you provided in the request.	All services	String (50)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
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)
paySubscriptionCreate Reply_reasonCode	Numeric value corresponding to the result of the service request. See "Reason Codes," page 83.	Create	Integer (5)
paySubscriptionCreate Reply_subscriptionID	Identifier for the customer subscription.	Create	String (26)
paySubscriptionDelete Reply_reasonCode	Numeric value corresponding to the result of the service request. See "Reason Codes," page 83.	Delete	Integer (5)
paySubscriptionDelete Reply_subscriptionID	Identifier for the customer subscription.	Delete	String (26)
paySubscription RetrieveReply_ merchantDefinedData Field1 paySubscription RetrieveReply_ merchantDefinedData Field2 paySubscription RetrieveReply_ merchantDefinedData Field3 paySubscription RetrieveReply_ merchantDefinedData Field4	Four fields for storing information. To understand the kinds of data storage fields see "Optional Data Storage," page 51.	Retrieve	String (64)
paySubscription RetrieveReply_ merchantSecureData Field1 paySubscription RetrieveReply_ merchantSecureData Field2 paySubscription RetrieveReply_ merchantSecureData Field3	Data that was encrypted. CyberSource decrypts the data before returning it. To understand the different kinds of data storage fields see "Optional Data Storage," page 51.	Retrieve	String (100)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscription RetrieveReply_ _postalCode	Postal code of the billing address.	Retrieve	String (10)
paySubscription RetrieveReply_approval Required	Indicates if the installment or recurring subscription uses approval-required payments.	Retrieve	String (5)
paySubscription RetrieveReply_ automaticRenew	Indicates if the installment subscription will be automatically renewed.	Retrieve	String (5)
paySubscription RetrieveReply_bill Payment	Indicates whether the payments for this customer subscription are for the Visa Bill Payment program. Possible values: ■ N (default): not a Visa Bill Payment. ■ Y: Visa Bill Payment. See "Visa Bill Payment Program," page 52.	Retrieve	String (1)
paySubscription RetrieveReply_card AccountNumber	Card account number.	Retrieve	String (20)
paySubscription RetrieveReply_card ExpirationMonth	Expiration month for the card. Format: MM	Retrieve	Integer (2)
paySubscription RetrieveReply_card ExpirationYear	Expiration year for the card. Format: YYYY	Retrieve	Integer (4)
paySubscription RetrieveReply_card IssueNumber	Issue number for the Maestro (UK Domestic) card.	Retrieve	String (5)
paySubscription RetrieveReply_card StartMonth	Start month for the Maestro (UK Domestic) card. Format: MM	Retrieve	Integer (2)
paySubscription RetrieveReply_card StartYear	Start year for the Maestro (UK Domestic) card. Format: YYYY	Retrieve	Integer (4)
paySubscription RetrieveReply_card Type	Card type. For the possible values, see the description for **card_cardType** in Table 5, page 56.	Retrieve	String (3)
paySubscription RetrieveReply_check AccountNumber	Bank account number.	Retrieve	String (17)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscription RetrieveReply_check AccountType	Account type. Possible values: ■ C: checking ■ S: savings (USD only) ■ X: corporate checking (USD only)	Retrieve	String (1)
paySubscription RetrieveReply_check AuthenticateID	Identification number returned when an Authenticate request is processed and returned in subsequent monetary transactions.	Retrieve	Numeric (32)
paySubscription RetrieveReply_check BankTransitNumber	Bank routing number.	Retrieve	String (9)
paySubscription RetrieveReply_checkSecCode	Code that specifies the authorization method for the transaction. Possible values: ■ 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. ■ 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. ■ 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. ■ 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.	Retrieve	String (3)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscription RetrieveReply_city	City of the customer's address.	Retrieve	String (50)
paySubscription RetrieveReply_ comments	Comments that you included for the customer subscription.	Retrieve	String (255)
paySubscription RetrieveReply_ companyName	Name of the customer's company.	Retrieve	String (40)
paySubscription RetrieveReply_companyTaxID	Company's tax identifier.	Retrieve	String (9)
paySubscription RetrieveReply_country	Country code for the billing address. Use the two-character ISO codes.	Retrieve	String (2)
paySubscription RetrieveReply_currency	Currency used by the customer.	Retrieve	String (5)
paySubscription RetrieveReply_ customerAccountID	Your identifier for the customer.	Retrieve	String (50)
paySubscription RetrieveReply_dateOfBirth	Date of birth of the customer. Format: YYYY-MM-DD or YYYYMMDD.	Retrieve	String (10)
paySubscription RetrieveReply_ driversLicenseNumber	Driver's license number of the customer.	Retrieve	String (30)
paySubscription RetrieveReply_ driversLicenseState	State or province in which the customer's driver's license was issued.	Retrieve	String (2)
paySubscription RetrieveReply_email	Customer's email address.	Retrieve	String (255)
paySubscription RetrieveReply_endDate	End date for the installment subscription.	Retrieve	String (8)
paySubscription RetrieveReply_first Name	Customer's first name.	Retrieve	String (60)
paySubscription RetrieveReply_ frequency	Frequency of payments for the customer subscription.	Retrieve	String (20)
paySubscription RetrieveReply_last Name	Customer's last name.	Retrieve	String (60)
paySubscription RetrieveReply_ merchantReference Code	Merchant-generated order reference or tracking number.	Retrieve	String (50)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscription RetrieveReply_ merchantSecureData Field4	Data that was encrypted. CyberSource decrypts the data before returning it. To understand the different kinds of data storage fields see "Optional Data Storage," page 51.	Retrieve	String (2071)
paySubscription RetrieveReply_owner MerchantID	CyberSource merchant ID that was used to create the customer subscription for which the service was requested. This field is returned only if you are using subscription sharing and only if you requested this service for a customer subscription that was created with a CyberSource merchant ID for which sharing is enabled. See "Customer Subscription Sharing," page 53.	Retrieve	String (30)
paySubscription RetrieveReply_ phoneNumber	Customer's phone number.	Retrieve	String (20)
paySubscription RetrieveReply_reason Code	Numeric value corresponding to the result of the service request. See "Reason Codes," page 83.	Retrieve	Integer (5)
paySubscription RetrieveReply_ recurringAmount	Payment amount for the customer subscription.	Retrieve	String (15)
paySubscription RetrieveReply_setup Amount	Amount of the setup fee.	Retrieve	String (15)
paySubscription RetrieveReply_shipTo City	City of the shipping address.	Retrieve	String (50)
paySubscription RetrieveReply_shipTo Company	Name of the company that is receiving the product.	Retrieve	String (60)
paySubscription RetrieveReply_shipTo Country	Country code for the shipping address. Use the two-character ISO codes.	Retrieve	String (2)
paySubscription RetrieveReply_shipTo FirstName	First name of the person receiving the product.	Retrieve	String (60)
paySubscription RetrieveReply_shipTo LastName	Last name of the person receiving the product.	Retrieve	String (60)
paySubscription RetrieveReply_shipTo PostalCode	Postal code in the shipping address.	Retrieve	String (10)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscription RetrieveReply_shipTo State	State or province of shipping address. Use the two-character ISO state and province codes.	Retrieve	String (2)
paySubscription RetrieveReply_shipTo Street1	First line of the shipping address.	Retrieve	String (60)
paySubscription RetrieveReply_shipTo Street2	Second line of the shipping address.	Retrieve	String (60)
paySubscription RetrieveReply_start Date	Start date for an installment or recurring subscription.	Retrieve	String (8)
paySubscription RetrieveReply_state	State or province of billing address. Use the two-character ISO state and province codes.	Retrieve	String (2)
paySubscription RetrieveReply_status	Status of the customer subscription. Possible values: ■ Cancelled: the customer subscription has been cancelled. ■ Completed: the payment schedule has been completed and no more payments are scheduled. ■ Current: the customer subscription is active. ■ Hold: the customer subscription payments are on hold. ■ Superseded: the subscription ID for the customer subscription has been superseded with a new subscription ID.	Retrieve	String (9)
paySubscription RetrieveReply_street1	First line of billing address.	Retrieve	String (60)
paySubscription RetrieveReply_street2	Second line of billing address.	Retrieve	String (60)
paySubscription RetrieveReply_subscriptionID	Identifier for the customer subscription.	Retrieve	String (26)
paySubscription RetrieveReply_ subscriptionIDNew	Identifier for the customer subscription. **Note** This 16-digit subscription ID supersedes the previous subscription ID for the same customer subscription.	Retrieve	String (16)
paySubscription RetrieveReply_title	Name or title for the customer subscription.	Retrieve	String (60)

Table 6   Reply Fields (Continued)

Field Name	Description	Returned by	Data Type & Length
paySubscription RetrieveReply_total Payments	Total number of payments in the schedule for an installment subscription.	Retrieve	Integer (3)
paySubscription UpdateReply_owner MerchantID	CyberSource merchant ID that was used to create the customer subscription for which the service was requested. This field is returned only if you are using subscription sharing and only if you requested this service for a customer subscription that was created with a CyberSource merchant ID for which sharing is enabled. See "Customer Subscription Sharing," page 53.	Update	String (30)
paySubscriptionUpdate Reply_reasonCode	Numeric value corresponding to the result of the service request. See "Reason Codes," page 83.	Update	Integer (5)
paySubscriptionUpdate Reply_subscriptionID	Identifier for the customer subscription.	Update	String (16 or 26)
paySubscription UpdateReply_ subscriptionIDNew	Identifier for the customer subscription. **Note** This 16-digit subscription ID supersedes the previous subscription ID for the same customer subscription.	Update	String (16)
reasonCode	Numeric value corresponding to the result of the entire request. See "Reason Codes," page 83.	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. The string can contain a maximum of 256 characters.	All Services	String (256)

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Reason Codes

The following table describes the reason codes returned by the Simple Order API for customer subscriptions. For a discussion of replies, decisions, and reason codes, see the information about handling replies in *Getting Started with CyberSource Advanced for the Simple Order API* (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 7   Reason Codes for the Simple Order API

Reason Code	Description
100	Successful transaction.
101	Missing required fields.
	Possible action: see the reply fields **missingField_0...N** for which fields are missing. Resend the request with the complete information.
102	Invalid data.
	Possible action: see the reply fields **invalidField_0...N** for which fields are invalid. Resend the request with the correct information.
110	Partial amount approved.
	Possible action: see "Supported Processors and Payment Methods," page 14.
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 7   Reason Codes for the Simple Order API (Continued)

Reason Code	Description
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 7   Reason Codes for the Simple Order API (Continued)

Reason Code	Description
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 8   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 9   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.

Table 9   Domestic AVS Codes (Continued)

Code	Response	Description
F	Partial match	Card member's name does not match, but billing postal code matches. Returned only for the American Express card type.
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: ■ Street address and postal code do not match. ■ Card member's name, street address, and postal code do not match. Returned only for the American Express card type.
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: ■ The U.S. bank does not support non-U.S. AVS. ■ The AVS in a U.S. bank is not functioning properly.
V	Match	Card member's name, billing address, and billing postal code match. Returned only for the American Express card type.

Table 9   Domestic AVS Codes (Continued)

Code	Response	Description
W	Partial match	Street address does not match, but 9-digit postal code matches.
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 10   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 Subscription

Installment: Credit Card without a Setup Fee

Example   **Request: Credit Card Subscription 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=john.doe@example.com
purchaseTotals_currency=USD
card_accountNumber=4111111111111111
card_expirationMonth=12
card_expirationYear=2014
card_cardType=001
merchantID=infodev
merchantReferenceCode=14344
recurringSubscriptionInfo_amount=11.00
recurringSubscriptionInfo_numberOfPayments=4
recurringSubscriptionInfo_automaticRenew=false
recurringSubscriptionInfo_frequency=monthly
recurringSubscriptionInfo_startDate=20140221
paySubscriptionCreateService_run=true
```

Example   Reply: Credit Card Subscription without a Setup Fee

```
ccAuthReply_amount=0.00
ccAuthReply_authorizedDateTime=2013-09-24T10:07:11Z
ccAuthReply_avsCode=X
ccAuthReply_reasonCode=100
ccAuthReply_reconciliationID=41841677NLYC9U2M
decision=ACCEPT
merchantReferenceCode=14344
paySubscriptionCreateReply_reasonCode=100
paySubscriptionCreateReply_subscriptionID=0000567547771111
purchaseTotals_currency=USD
reasonCode=100
requestID=3800172310440176056442
```

Recurring: Credit Card with a 5.00 Setup Fee

Example   Request: Credit Card Subscription 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=john.doe@example.com
purchaseTotals_currency=USD
card_accountNumber=4111111111111111
card_expirationMonth=12
card_expirationYear=2014
card_cardType=001
merchantID=infodev
merchantReferenceCode=14344
recurringSubscriptionInfo_amount=11.00
recurringSubscriptionInfo_automaticRenew=false
recurringSubscriptionInfo_frequency=weekly
recurringSubscriptionInfo_startDate=20140221
purchaseTotals_grandTotalAmount=5.00
paySubscriptionCreateService_run=true
ccAuthService_run=true
ccCaptureService_run=true
```

Example   Reply: Creating a Customer Subscription with a 5.00 Setup Fee

```
ccAuthReply_amount=5.00
ccAuthReply_authorizationCode=888888
ccAuthReply_authorizedDateTime=2013-09-24T10:18:03Z
ccAuthReply_avsCode=X
ccAuthReply_reasonCode=100
ccAuthReply_reconciliationID=41842441NLYC9VO3
ccCaptureReply_amount=5.00
ccCaptureReply_reasonCode=100
ccCaptureReply_reconciliationID=41842441NLYC9VO3
ccCaptureReply_requestDateTime=2013-09-24T10:18:03Z
decision=ACCEPT
merchantReferenceCode=14344
paySubscriptionCreateReply_reasonCode=100
paySubscriptionCreateReply_subscriptionID=0000567549751111
purchaseTotals_currency=USD
reasonCode=100
requestID=3800178832420176056428
```

Updating a Customer Subscription

Updating a Card Account Number

![!] **Important**   If your account is configured to use a 16 digit format-preserving subscription ID (see page 19), and you update the card number, you receive a new subscription ID if the last four digits of the new card number are different from the previous card number. The status of the previous subscription ID changes to *superseded*. You cannot update, delete, or cancel a customer subscription that has a status of *superseded*.

Example   Request: Updating a Customer Subscription (Card Details)

```
merchantID=demoID
merchantReferenceCode=0001
card_accountNumber=4111111111111112
card_expirationMonth=01
card_expirationYear=2019
card_cardType=001
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionUpdateService_run=true
```

Example   Reply: Updating a Customer Subscription (Card Details)

```
decision=ACCEPT
merchantReferenceCode=0001
paySubscriptionUpdateReply_ownerMerchantID=demoID
paySubscriptionUpdateReply_reasonCode=100
paySubscriptionUpdateReply_subscriptionIDNew=0000562489861111
reasonCode=100
requestID=3790686238410176056470
```

Removing Card Expiration Dates

Example   Request: Removing Card Expiration Dates

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

Example   Reply: Removing Card Expiration Dates

```
decision=ACCEPT
merchantReferenceCode=0001
paySubscriptionUpdateReply_ownerMerchantID=demoID
paySubscriptionUpdateReply_reasonCode=100
paySubscriptionUpdateReply_subscriptionIDNew=0000562489861111
reasonCode=100
requestID=3790686238410176056470
```

Updating a Payment Event

Example   Request: Updating a payment event

```
merchantID=demoID
merchantReferenceCode=0001
recurringSubscriptionInfo_event_amount=10.00
recurringSubscriptionInfo_event_number=2
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionEventUpdateService_run=true
```

Example   Reply: Updating a payment event

```
decision=ACCEPT
merchantReferenceCode=0001
reasonCode=100
requestID=3790686238410176056470
paySubscriptionEventUpdateReply_reasonCode=100
```

Retrieving a Customer Subscription

Example Request: Retrieving a Customer Subscription

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

Example Reply: Retrieving a Customer Subscription

```
decision=ACCEPT
merchantReferenceCode=1111
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=weekly
paySubscriptionRetrieveReply_lastName=DOE
paySubscriptionRetrieveReply_ownerMerchantID=infodev1
paySubscriptionRetrieveReply_paymentMethod=credit card
paySubscriptionRetrieveReply_paymentsRemaining=2
paySubscriptionRetrieveReply_postalCode=94045
paySubscriptionRetrieveReply_reasonCode=100
paySubscriptionRetrieveReply_state=CA
paySubscriptionRetrieveReply_status=CURRENT
paySubscriptionRetrieveReply_street1=123 The Street
paySubscriptionRetrieveReply_subscriptionID=0000562489861111
purchaseTotals_currency=USD
reasonCode=100
requestID=3790689247280176056442
```

Deleting a Customer Subscription

Example Request: Deleting a Customer Subscription

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

Example   **Reply: Deleting a Customer Subscription**

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

Cancelling a Customer Subscription

Example   **Request: Cancelling a Customer Subscription**

```
merchantID=demoID
merchantReferenceCode=1111
recurringSubscriptionInfo_status=cancel
recurringSubscriptionInfo_subscriptionID=0000562489861111
paySubscriptionUpdateService_run=true
```

Example   **Reply: Cancelling a Customer Subscription**

```
decision=ACCEPT
merchantReferenceCode=1111
paySubscriptionUpdateReply_reasonCode=100
paySubscriptionUpdateReply_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 Subscription

Installment: Credit Card without a Setup Fee

Example   **Request: Credit Card Subscription without a Setup Fee**

```xml
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <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>
  </purchaseTotals>
  <card>
    <accountNumber>4111111111111111</accountNumber>
    <expirationMonth>12</expirationMonth>
    <expirationYear>2015</expirationYear>
    <cardType>001</cardType>
  </card>
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <recurringSubscriptionInfo>
    <amount>11.00</amount>
    <numberOfPayments>4</numberOfPayments>
    <automaticRenew>false</automaticRenew>
    <frequency>monthly</frequency>
    <startDate>20140221</startDate>
  </recurringSubscriptionInfo>
  <paySubscriptionCreateService run="true"/>
</requestMessage>
```

Example   Reply: Credit Card Subscription 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>
```

Recurring: Credit Card with a 5.00 Setup Fee

Example   Request: Credit Card Subscription with a 5.00 Setup Fee

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.92">
  <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>
  <merchantID>infodev</merchantID>
  <merchantReferenceCode>14344</merchantReferenceCode>
  <recurringSubscriptionInfo>
    <amount>11.00</amount>
    <automaticRenew>false</automaticRenew>
    <frequency>monthly</frequency>
    <startDate>20140221</startDate>
  </recurringSubscriptionInfo>
  <paySubscriptionCreateService run="true"/>
  <ccAuthService run="true"/>
  <ccCaptureService run="true"/>
</requestMessage>
```

Example   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 Subscription

Updating a Card Account Number

Example   Request: Updating a Customer Subscription (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>
  <paySubscriptionUpdateService run="true"/>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861111</subscriptionID>
  <recurringSubscriptionInfo>
</requestMessage>
```

Example   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>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   **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>
  <paySubscriptionUpdateService run="true"/>
  <recurringSubscriptionInfo>
    <subscriptionID>0000562489861111</subscriptionID>
  <recurringSubscriptionInfo>
</requestMessage>
```

Example   **Reply: Removing Card Expiration Dates**

```
<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>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>
```

Retrieving a Customer Subscription

Example   **Request: Retrieving a Customer Subscription**

```
<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   Reply: Retrieving a Customer Subscription

```
<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>weekly</c:frequency>
        <c:lastName>Doe</c:lastName>
        <c:ownerMerchantID>infodev</c:ownerMerchantID>
        <c:paymentMethod>credit card</c:paymentMethod>
        <c:paymentsRemaining>2</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 Subscription

Example   Request: Deleting a Customer Subscription

```
<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   Reply: Deleting a Customer Subscription

```
<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>
```

Cancelling a Customer Subscription

Example   Request: Cancelling a Customer Subscription

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

Example   Reply: Cancelling a Customer Subscription

```
<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.92">
   <c:paySubscriptionUpdateReply>
      <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>
```