



GatewayResponse Decline Reason Codes

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RESPONSE_CODE

Integer code that indicates the success or failure of a transaction.

A value of zero indicates that the transaction completed successfully. In this instance, the GatewayResponse object contains details of the transaction, e.g. auth-code, etc.

A non-zero value indicates that the transaction failed or was rejected. In this instance, the GatewayResponse object contains a REASON_CODE that explains the failure.

The following table outlines the response codes that can be returned.

Code	Description	Associated Reason Codes
0	Success	Always 0
1	Bank Decline	100 through 199
2	RocketGate Scrubbing Decline	200 through 299
3	System Error	300 through 399
4	Rejected: Missing Fields / Field Validation	400 through 499

REASON_CODE

Integer code that provides the reason a transaction has failed.

The following table outlines the reason codes that can be returned. Note that this table is subject to change.

Code	Description	Cause
0	Success	Success
100	No matching transaction	A transaction referenced in a void, credit, or ticket operation cannot be found. This can occur if the TRANSACT_ID in the request is invalid or if the amount or card number do not match the original transaction.
101	Cannot Void	A void operation cannot be performed because the original transaction has already been voided, credited, or settled.
102	Cannot Credit	A credit operation cannot be performed because the original transaction has already been voided, credited, or has not been settled.
103	Cannot Ticket	A ticket operation cannot be performed because the original auth-only transaction has been voided or ticketed.
104	Declined	The bank has declined the transaction.



Code	Description	Cause
105	Declined Over Limit	The bank has declined the transaction because the account is over limit.
106	Declined CVV2	The bank has declined the transaction because of a CVV2 mismatch.
107	Declined Expired Card	The bank has declined the transaction because the card is expired.
108	Declined – Call	The bank has declined the transaction and has requested that the merchant call.
109	Declined – Pickup Card	The bank has declined the transaction and has requested that the merchant pickup the card.
110	Declined – Excessive Use	The bank has declined the transaction due to excessive use of the card.
111	Declined – Invalid card	The bank has indicated that the account is invalid.
112	Declined – Invalid Expiration	The bank has indicated that the account is expired.
113	Declined – Bank Unavailable	The issuing bank is temporarily unavailable. May be tried again later.
117	Declined – AVS	The transaction was declined due to an address verification mismatch.
123	Declined – User Declined	The Rebill transaction was declined because the user asked their bank to stop the rebill. It is suggested that merchants cancel subscriptions when they are managing their own rebilling.
150	Declined – AVS	The transaction was declined due to an address verification mismatch.
151	Declined – CVV2	The bank has declined the transaction because of a CVV2 mismatch.
152	Declined – Invalid Ticket Amount	A ticket request must be for less than or equal to the amount of the AUTH-ONLY.
154	Integration Error	The transaction was rejected because it didn't pass validation of supplied parameters
155	Declined CAVV	Declined for 3D Secure Authentication
156	Unsupported CardType	Transaction was declined because the bank returned an Unsupported CardType error.
157	Declined – Processor Risk	Transaction was declined because the bank finds risky
161	Previous Hard Decline	Transaction was declined because of previous hard declines on the same card #
162	Merch Account Limit	Transaction was declined by acquiring bank for reaching account limit.
163	Declined CAVV AutoVoided	Declined for 3D Secure Authentication
200	Declined – Scrub	Transaction was declined due to fraud scrubbing.
201	Declined – Blocked	Transaction was declined due to the customer's account being blocked.
202	3DS Authentication Required	The card is enrolled in 3-D Secure. Please refer to 3D-Secure Programmers Guide.
203	3DS Not Enrolled	The card is eligible to participate in 3-D Secure, however, it has not been enrolled. The transaction can be discarded or competed as described in section 6 of the 3D-Secure Guide



Code	Description	Cause
204	3DS Ineligible	The card is not eligible to participate in 3-D Secure. The transaction can be discarded or competed as described in section 7 of the 3D-Secure Guide
205	3DS Rejected	The system can not determine whether or not the card is enrolled in 3-D Secure. The transaction can be discarded or competed as described in section 8 of the 3D-Secure Guide
208	Duplicate Membership – ID	Transaction was declined because customer has a duplicate membership matching this customer id
209	Duplicate Membership – Card	Transaction was declined because customer has a duplicate membership matching this card #
210	Duplicate Membership – Email	Transaction was declined because customer has a duplicate membership matching this email
211	Declined- Exceeded Max \$s	Transaction was declined because the amount exceeded the Max configured purchase amount
212	Declined – Duplicate	Transaction was declined because the card # and \$ amount matched another transaction in the configured time amount.
213	Declined Velocity Customer	Transaction was declined because customer has breached the velocity limits matched by Customer ID
214	Declined Velocity Card #	Transaction was declined because customer has breached the velocity limits matched by card #
215	Declined Velocity Email	Transaction was declined because customer has breached the velocity limits matched by Email
216	Iovation Decline	Transaction was declined because Iovation declined due to risk match
217	Declined Velocity Email	Transaction was declined because customer has breached the velocity limits matched by Iovation Device
218	Duplicate Membership-Device	Transaction was declined because customer has a duplicate membership matching this Iovation Device
219	1Click Source	Transaction was declined by CheckAcctCompromised scrub for potential account compromise as source IP or device was different from previous transactions
220	Too Many Cards	Transaction was declined by NewCardScrubLimit scrub for a customer adding too many new cards in a given period.
221	Affiliate Blocked	Transaction was declined due to the affiliate id black listing
222	Trial Abuse	Transaction was declined by LimitTrials scrub for a user signing up repeatedly for the same trial
223	3DSecure Bypass	3DS lookup generated a bypass which indicates you should re-submit as non-3ds
224	New Card w/No Device	Transaction was declined by NewCardRequiresDevice scrub for a new cards with a missing Iovation device ID



Code	Description	Cause
300	DNS Failure	A DNS failure has prevented the merchant application from resolving RocketGate host names.
301	Unable to Connect	The merchant application is unable to connect to an appropriate RocketGate host.
302	Transmit Error	An error occurred while transmitting data to the RocketGate servers.
303	Read Timeout	A timeout occurred while waiting for a transaction response from the RocketGate servers.
304	Read Error	An error occurred while reading the response from the RocketGate servers.
305-310	Application Unavailable	The transaction failed because applications within the RocketGate servers are unavailable or shutdown
311-316, 321, 323	Bank Communications Error	RocketGate was unable to complete the transaction with the processing institution.
325	3D Secure Error	Internal error or setup issue with 3D Secure MPI communication.
403	Invalid Card Number	Card number is missing from request, does not pass MOD10 check, or contains an invalid bin.
404	Invalid Expiration	Expiration date is missing from request, or the month/year are invalid. Months must be 1 through 12. Years must be 7 through 99 or 2007 through 2099.
405	Invalid Amount	Transaction amount is missing from request or is less than or equal to 0.
406	Invalid Merchant ID	Merchant ID is missing from request or is not a valid merchant ID.
407	Invalid Merchant Account	Merchant account is missing from request or is not a valid account number for the specified merchant.
408	Incompatible Card Type	The merchant account specified in the request is not setup to accept the card type included in the request.
409	No Suitable Account	The optional account load balancing algorithm cannot find an available merchant account that accepts the card type specified in the transaction.
410	Invalid Transact ID	The TRANSACT_ID is missing from the transaction or is not a valid transaction ID.
411	Invalid Access Code	The merchant access code specified in the request does not match the merchant's access code.
412	Invalid Customer Data Length	Data provided for the customer's billing address or IP address exceeds the maximum allowable field length.
413	Invalid External Data Length	Data provided for the merchant's customer ID, invoice ID, UDF01, or UDF02 exceeds the maximum allowable field length.
414	Invalid Customer ID	Invalid or missing customer ID. Customer ID is required when modifying or canceling a subscription or when submitting transactions using the CARD_HASH parameter.



Code	Description	Cause
415-417	Not used	These error codes are reserved for custom applications and are not returned by gateway functions.
418	Invalid Currency	The currency code specified in the transaction request is invalid.
419	Incompatible Currency	The currency code specified in the transaction request is not accepted by the merchant account specified in the request.
420	Invalid Rebill Arguments	Invalid data in one of the rebill parameters, or an invalid combination of the rebill parameters
421	Invalid Phone	The phone number submitted for a mobile billing operation is not valid.
422	Invalid Country Code	The country code (COUNTRY_CODE) submitted is not valid.
423-425	Not used	These error codes have been deprecated
436	Incompatible Descriptors	The account you are processing to doesn't allow dynamic descriptors
437	Invalid Referral Data	This is returned when the REFERRING_MERCHANT_ID parameter does not reference a valid merchant, or if the "REFERRED_CUSTOMER_ID" parameter is missing or too long.
438	Invalid Site ID	The MERCHANT_SITE_ID value is not a valid integer.
439-440	Not used	These error codes are only used in HostedPage
441	Invoice ID Not Found	The MERCHANT_INVOICE_ID was not found.
443	Missing Customer ID	The MERCHANT_CUSTOMER_ID field is required for this operation
444	Missing Name	The customer name is required for this operation. Please provide.
445	Missing Address	The address fields are required for this operation. Please provide
446	Missing CVV	The CVV2 field is required for this operation. Please provide
448	No Active Membership	The membership record was found but not active. For example, you'd hit this error when submitting a PerformRebillCancel() request and the account is already canceled.
449	Invalid CVV	CVV2_CHECK has been requested but the CVV was > 4 chars
451	Invalid Clone Data	Setting CLONE_CUSTOMER_RECORD, but omitting CLONE_TO_CUSTOMER_ID or the opposite. Value in MERCHANT_CUSTOMER_ID does not reference a valid customer record. Transaction attempted is not a purchase or auth-only. MERCHANT_CUSTOMER_ID and CLONE_TO_CUSTOMER_ID are the same value
452	Redundant Suspend/Resume	PerformRebillUpdate() request attempted to suspend a subscription that is already suspended or to resume a subscription that is already active
453	Invalid PayInfo Transact ID	The value provided for the PAYINFO_TRANSACT_ID is invalid.
454	Invalid Capture Days	An invalid value was set in the CAPTURE_DAYS parameter



Changes

Version	Description
1.0	Initial release. Pulled from per-language GatewayResponse.pdf files.
1.1	Added 3DSecure codes 202-205