

Errors

Note: The “messages” below are representative. You may encounter variations in messaging.

PAYMENT_CANNOT_BE_REFUNDED		
Reason Code	Message	Troubleshooting Tip
PAYMENT_NOT_COMPLETED	The payment must have the "completed" status.	Do one of the following: <ul style="list-style-type: none">• Cancel the payment if you set <code>auto_capture</code> to <code>false</code>.• Wait for the payment to finish processing.
PAYMENT_TOO_OLD	The payment must be less than or equal to %s day(s) old.	Stop attempting to refund this payment.
REFUND_ALREADY_COMPLETED	Payment has already been fully refunded.	Stop attempting to refund this payment. Tip: You should investigate why your platform is attempting to refund a payment that's already been refunded.
REFUND_EXCEEDS_BALANCE	You may not refund more than the non-refunded balance of the payment.	Review the refund amount, ensure it's less than or equal to the payment, and attempt a new refund .

PAYMENT_METHOD_CANNOT_BE_VERIFIED

Reason Code	Message	Troubleshooting Tip
ALREADY_VERIFIED	This payment method has already been verified.	<p>Stop attempting to verify this payment method.</p> <p>Tip: You should investigate why your platform is attempting to verify a payment method that's already been verified.</p>

TRANSACTION_DECLINED

Reason Code	Message	Troubleshooting Tip
ADDRESS_MISMATCH	The provided address does not match the payer's billing address.	Ask the payer to enter a new address that matches their billing address.
GENERAL_DECLINE	The transaction was declined by the issuing bank.	Ask the payer to provide a different payment method or to call their bank.
INSUFFICIENT_FUNDS	The amount provided exceeds available funds.	Ask the payer to provide a different payment method.
LOST_OR_STOLEN	The payment method has been reported as lost or stolen.	<p>Handle this reason code the same way your platform handles GENERAL_DECLINE.</p> <p>Tip: If a payment method appears to be lost or stolen, do not disclose this information in your messaging. It may tip off a malicious user.</p>