

Point Device Codes

The following table includes a complete listing of results that originate from POS.

Note

With a few exceptions, RESULT_CODE -1 normally has TERMINATION_STATUS field as SUCCESS. For rest of all the result codes TERMINATION_STATUS field will be FAILURE.

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
-1	OK	(specific to each operation)	[successful operation]. The operation completed successfully. For COMMANDs such as SAF > QUERY, this does not indicate that records returned, but that the operation succeeded without an error.
2	OK	TRANSACTION IN FLIGHT	
5	OK	CARD ENTRY SCREEN	
6	ERROR	CARD READ ERROR (for TAP, INSERT and SWIPE)	
7	ERROR	USE CHIP READER	
8	ERROR	CHIP ERROR, SWIPE CARD (Insert Card - Error Retry Exceeded)	
9	OK	REMOVE CARD	
10	ERROR	REDO WITHOUT CTLS	
11	ERROR	REDO WITH CTLS	
12	ERROR	PRESENT ONE CARD	
13	ERROR	APPLICATION NOT AVAILABLE	
14	ERROR	APPLICATION NOT AVAILABLE, SWIPE CARD (Empty Candidate List)	
19	FIELD_ERROR	MAC_LABEL does not exist	
40001	ERROR	Base 64 Encode ERROR	
40002	ERROR	Resp Encryption ERROR	

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
40006	ERROR	Decryption ERROR	
40007		MAC/MAC_LABEL not found or MAC_LABEL missing	
40009		Entry code mismatch for REGISTER	
56023	INVOICE MISMATCH	Invoice mismatched when Overriding the duplicate transaction.	
56783	DUPLICATE TRANSACTION	PINPad detected the duplicate transaction and locally declined the transaction.	
59001	CANCELLED Transaction Cancelled (Engage)	Cancelled by [text] or due to [text] (59001)	Cancelled by [TIMEOUT CUSTOMER]. The current COMMAND was cancelled by the customer, by a timeout value, or by another actor in the transaction. Could also be cancelled due to low battery.
59002	BUSY	DEVICE IS BUSY (59002)	The device is currently processing another request.
59003	BUSY	SESSION in progress (59003)	The device has a current SESSION open and cannot open another. This error may occur when the FINISH command was not sent for the previous session.
59004	ERROR	No SESSION (59004)	Command requires a SESSION to be in progress. Send SESSION>START command to begin a new session.
59005	ERROR	Unsupported operation: [operation being performed] (59005)	Operation is not supported.
59006	ERROR	[COMMAND] not supported by [DEVICE [processor]] (59006)	Command listed is not supported by the device, the merchant, or by the merchant's payment processing company.

https://verifone.cloud/docs/sca-functional-specification/html/result_codes/device_codes

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RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59007	ERROR	Bad Card Read (example, card swipe max exceeded) (59007) or Card Data Not Valid (example, swiping a 'debit only' card for a credit card return transaction)(59007)	MSR or Contactless reader on the device was not able to read / parse the card data or invalid card data.
59008	ERROR	CARD NOT VALID FOR MERCHANT	
59009	ERROR	INVALID CARD DATA	
59010	ERROR	MANUAL ENTRY NOT ALLOWED FOR THIS CARD or Invalid Card Length	
59011	ERROR	Swipe Only	
59013		Card has expired	NOTE: Applies to Vantiv Direct.
59014			NOTE: Applies to Vantiv Direct.
59020	INTERNAL_ERROR	[System error] (59020)	The device has encountered a system error.
59021	INTERNAL_ERROR	[VSP library error] (59021)	The device has encountered an error with the VeriShield library.
59022	INTERNAL_ERROR	[device application error FA/XPI/CommSvr] (59022)	The device has encountered an error with the VeriShield library.
59023	COMM_ERROR	Unable to connect to [URL]: [reason] (59023)	The device is unable to connect to the URL.
59024	COMM_ERROR	Connection timeout with [URL] (59024)	The connection timed out with the URL.
59025	COMM_ERROR	Connection disrupted with [URL] : [reason] (59025)	The connection was disrupted during communication with the URL.
59026	COMM ERROR	Response timeout with [URL] (59026)	The host did not respond before the device's response timeout.
59027	ERROR	XML Error: [error] (59027)	Incoming request from POS is not valid XML.

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59028	ERROR	Configuration Error: [error] (59028)	Device has a configuration error. A common configuration error is "Configuration Error: No Admin Packet"
59029	ERROR	OUT OF MEMORY	Device does not have enough available RAM to run an operation.
59030	ERROR	DLL NOT LOADED	A service plug-in DLL did not initialize properly.
59040	ERROR	MAC mismatch or PIN mismatch (59040)	Device compared the field with an expected value and it did not match.
59041	FIELD_ERROR	Invalid combination: [field1], [field2] (59041)	This error occurs when the intent of the POS is unclear because of the combination of fields submitted in the request. An example of this error is "Invalid combination: AUTH_CODE, CTROUTD". This error would occur when sending both the AUTH_CODE and CTROUTD in a CAPTURE command because AUTH_CODE signifies that the command should be an offline transaction and CTROUTD indicates that the transaction is a PWC follow-on transaction.
59042	FIELD_ERROR	[field] is required (59042)	The field listed is required for the request.
59043	ERROR	May specify error with SAF REMOVE.	May specify error with SAF REMOVE.
59044	FIELD_ERROR	[field] already exists (59044)	The field's value should be unique but is not. This error would occur, for example, if a second line item was submitted with the same LINE_ITEM_ID.

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59045	FIELD_ERROR	[field] does not exist (59045)	The field's unique value does not have a correspond record. This error would occur, for example, if an OFFER line item referenced a LINE_ITEM_ID that did not yet exist.
59046	FIELD_ERROR	[value] not a valid value for [field] (59046)	The field has an invalid value. If the value is too large or the nature of the value is sensitive, Result Code 59043 will be used instead.
59047	FIELD_ERROR	[numeric field] cannot be negative (59047)	The field's value cannot be a negative number.
59048	FIELD_ERROR	[numeric field] must be greater than 0 (59048)	The field's value must be greater than 0.
59049	CANCELLED	Cancelled by POS	
59050	REBOOTED	POS Initiated Reboot	
59051	FAILURE	Maximum POS connections reached (when POS sends REGISTER command)	POS Registration Exceeded the Allowed Maximum Limit. The maximum number of POS connections has been reached (default maximum = 10). Perform the UNREGISTER or UNREGISTER ALL command.
59052	ERR_NO_UPDATES	No updates to apply when POS sends APPLYUPDATES command.	Sent as result code instead of 59005 when there are no updates to apply in response to APPLYUPDATES command.

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59053	ERROR	SAF EDIT NOT ALLOWED/NO SAF RECORDS FOUND.	<p>SAF record was not updated or does not exist while attempting SAF EDIT.</p> <ul style="list-style-type: none"> <pre> < RESPON SE> < RESPON SE_TEX T>SAF EDIT NOT ALLOWE D</ RESPON SE_TEX T> < RESULT >ERROR </ RESULT > < RESULT _CODE> 59053 </ RESULT _CODE> < TERMIN ATION_ STATUS > FAILUR E</ TERMIN ATION_ STATUS > < COUNT R>58</ COUNT R> </ RESPON SE> </pre> <pre> < RESPON SE> < RESPON SE_TEX T>NO SAF RECORD S FOUND </ RESPON SE_TEX T> < RESULT >ERROR </ RESULT </pre>
https://verifone.cloud/docs/sca-functional-specification/html/result_codes/device_codes			
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RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59063		ERR_59063_DETAIL_REPORT	
59064		ERR_59064_CLERK_REPORT	
59065		ERR_59065_CLERK_DETAIL	
59066		ERR_59066_IRS_TIP	
59067	ERROR	PINPAD Not Connected/ PINPAD DISCONNECTED	If the PIN Pad disconnects before card read as part of the transaction, then RESPONSE_TEXT is sent as PIN Pad Disconnected, remaining fields will remain.
59068	ERROR	Cancelled Due to Low Battery	When a POS command is sent to the terminal running 10% or below battery%, this will return result code 59068.
59069	ERROR	Confirmation Unexpected	
59070	FIELD_ERROR	Incorrect Confirmation Value	

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59074	DECLINED	Call for Authorization	<p>This result code is sent back to POS based on certain Response Code, Processor ID and Payment Media from Processor/Gateway with the following scenerios:</p> <ul style="list-style-type: none"> • Processor IDs can be configured to any number and each Processor ID can contain list of allowed payment types for which this result code (CALL FOR AUTH) can be sent. • Each Processor ID can contain list of payment medias, for which this result code (CALL FOR AUTH) can be sent. Also each payment media can contain list of allowed host response codes, for which this result code (CALL FOR AUTH) can be sent. Following configurable parameters are required to set to generate this result code: CALLFORAUTHP, ROCID_1, CALLFORAUTHP, YMTTYPES_1, CALLFORAUTHP, YMTMEDIALIST_1.
			<p>https://verifone.cloud/docs/sca-functional-specification/html/result_codes/device_codes</p> <p>Updated: 04-Dec-2024</p>

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59076	ERROR	User Input Mismatch	This is to send back to POS in response to CREDIT_APP command request when the re-entered value does not match the initially entered value.
59077	ERROR	DCC Not Allowed	

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59080	ERROR	STARTUP FAILED, DEVICE LOCKED	<p>This error code is to indicate the application startup failure.</p> <p>Following sample response is returned, when any command is sent on the primary port when SCA application is in the state of startup failure:</p> <ul style="list-style-type: none"> <pre> < RESPONSE> < RESPONSE_TEXT> STARTUP FAILED / DEVICE LOCKED </ RESPONSE_TEXT> < RESULT >ERROR </ RESULT > < RESULT_CODE> 59080 </ RESULT_CODE> < TERMINATION_STATUS > FAILURE</ TERMINATION_STATUS > </ RESPONSE SE> </pre>

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
59081	BUSY	DEVICE IS BUSY	<p>This result code indicates when CAPK update is in progress.</p> <pre> < RESPONSE> < RESPONSE_TEXT> DEVICE IS BUSY</RESPONSE_TEXT> < RESULT>BUSY </RESULT> < RESULT_CODE>59081 </RESULT_CODE> < TERMINATION_STATUS> FAILURE</TERMINATION_STATUS> < COUNT>7</COUNT> </RESPONSE> </pre>
61001	DECLINE-REFERRAL		Sent as result code for cases such as Call for Voice Authorization
99994	ERROR	STARTUP PROCESS RUNNING. PLEASE WAIT.	

RESULT_CODE	RESULT	RESPONSE_TEXT	Comments
99995	ERROR	PROCESS ENGINE IN UNKNOWN STATE	Process engine is in unknown state. Contact support if condition persists.
99996	ERROR	PROCESS ENGINE SUSPENDED. PLEASE WAIT.	Process engine has been suspended. Contact support if condition persists.
99997	ERROR	PROCESS ENGINE STARTING. PLEASE WAIT.	Process engine is still starting. Wait for 30 seconds and retry.
99998	ERROR	PROCESS CONFIGURATION LOADING. PLEASE WAIT.	Process engine is still loading its configuration. Wait for 30 seconds and retry.
99999	ERROR	PROCESS ENGINE FAULTED. RESTART.	Process engine has terminated abnormally. Contact support if condition persists.
999995		SAF NOT ALLOWED - SAF TOTAL LIMIT EXCEEDED	
999997		SAF NOT ALLOWED MAX RECORDS REACHED	
999998	DECLINED	SAF NOT ALLOWED or UNABLE TO AUTHORIZE (example, Token Query response)	