

## Reason codes for API transactions

The following table describes the reason codes for failed, declined, and successful transactions using Verifone APIs:

Reason code	Description	Outcome
0000	Approved	SUCCESS
0001	Honour with identification	PARTIAL
0002	Approved for partial amount	PARTIAL
0003	Approved (VIP)	SUCCESS
0004	Approved, update track 3	SUCCESS
0005	Approved, account type specified by card issuer	SUCCESS
0006	Approved for partial amount, account type specified by card issuer	PARTIAL
0008	Approved but fees disputed	PARTIAL
0009	Approved with overdraft	SUCCESS
0010	Approved, customer reactivated	SUCCESS
0011	Approved, terminal unable to process online	SUCCESS
0012	Approved, transaction processed offline by terminal	SUCCESS
0013	Approved, transaction processed offline after referral	SUCCESS
0085*	Declined, no reason given <b>*Note: Deprecated code</b>	FAILED
0800*	Declined, additional customer identification required <b>*Note: Deprecated code</b>	FAILED
0801*	Advice accepted, no financial liability accepted <b>*Note: Deprecated code</b>	FAILED
0802	Approved, but AVS or CVV mismatch	SUCCESS

Reason code	Description	Outcome
0803	Approved as paper cheque. Keep cheque for deposit	SUCCESS
1000	Do not honour	FAILED
1001	Expired card	FAILED
1002	Suspected fraud	FAILED
1003	Card acceptor contact acquirer. Phone for authorisation	FAILED
1004	Restricted card	FAILED
1005	Card acceptor call acquirer's security department	FAILED
1006	Allowable PIN tries exceeded	FAILED
1007	Refer to card issuer	FAILED
1008	Refer to card issuer's special conditions	FAILED
1009	Invalid card acceptor, Merchant	FAILED
1010	Invalid amount	FAILED
1011	Invalid card number	FAILED
1012	PIN data required	FAILED
1013	Unacceptable fee or commission	FAILED
1014	No account of type requested. Account Type Error	FAILED
1015	Requested function not supported	FAILED
1016	Not sufficient funds	FAILED
1017	Incorrect PIN	FAILED
1018	No card record	FAILED
1019	Transaction not permitted to cardholder	FAILED
1020	Transaction not permitted to terminal	FAILED

<b>Reason code</b>	<b>Description</b>	<b>Outcome</b>
1021	Exceeds withdrawal amount limit	FAILED
1022	Security violation	FAILED
1023	Exceeds withdrawal frequency limit	FAILED
1024	Violation of law	FAILED
1025	Card not effective	FAILED
1026	Invalid PIN block	FAILED
1027	PIN length error	FAILED
1028	PIN key sync error	FAILED
1029	Suspected counterfeit card	FAILED
1030	Currency unacceptable to card issuer	FAILED
1031	Not authorised and fees disputed	FAILED
1032	Lost/stolen card	FAILED
1033	Authorization lifecycle unacceptable	FAILED
1034	Authorization lifecycle has expired	FAILED
1035	Closed account	FAILED
1036	Closed savings account, or restricted for closing	FAILED
1037	Closed credit account or restricted for closing	FAILED
1038	Closed credit facility cheque account or restricted for closing	FAILED
1039	Closed cheque account or restricted for closing	FAILED
1041	From account bad status	FAILED
1042	To account bad status	FAILED
1044	Information not on file	MISSING

<b>Reason code</b>	<b>Description</b>	<b>Outcome</b>
1045	Card verification data failed	FAILED
1046	Amount not found	FAILED
1047	PIN change required	FAILED
1048	New PIN invalid	FAILED
1049	Bank not found	FAILED
1050	Bank not effective	FAILED
1051	Customer vendor not found	FAILED
1052	Customer vendor not effective	FAILED
1053	Customer vendor account invalid	FAILED
1054	Vendor not found	FAILED
1055	Vendor not effective	FAILED
1056	Vendor data invalid	FAILED
1057	Payment date invalid	FAILED
1058	Personal identification not found	MISSING
1059	Scheduled transactions exist	FAILED
1060	Transaction did not complete normally at terminal	FAILED
1061	Transaction not supported by the card issuer	FAILED
1062	Cashback not allowed	FAILED
1063	Cashback amount exceeded	FAILED
1064	Declined, transaction processed offline by terminal	FAILED
1065	Declined, terminal unable to process offline	FAILED
1066	Declined, transaction processed offline after referral	FAILED

<b>Reason code</b>	<b>Description</b>	<b>Outcome</b>
1068	Identification number invalid	FAILED
1069	Driver number invalid	FAILED
1070	Vehicle number invalid	FAILED
1071	Digital certificate expired	FAILED
1800	Partial, Additional Customer identification required	PARTIAL
1801	Request format error	FAILED
1802	New Card Issued	FAILED
1803	Cancelled or Closed Merchant	FAILED
1804	PIN verification not supported	FAILED
1805	Terminal date-time error	FAILED
1806	Too many fallbacks	FAILED
1807	Fallback not allowed	FAILED
1808	Wrong EMV or ICC cryptogram	FAILED
1809	Cryptogram error	FAILED
1810	Track missing	FAILED
1811	Original transaction rejected	FAILED
1812	Original transaction already reversed	FAILED
1813	SCA - PIN required	FAILED
1814	Use another interface	FAILED
1815	Additional customer authentication required (CDCVM/Passcode/Biometric). Authenticate and tap/re-submit authorisation again	FAILED
1816	Acquirer requested SCA action not supported	FAILED
1817	Invalid issuer	FAILED

Reason code	Description	Outcome
1818	Customer Cancellation	FAILED
1819	Does not fulfill AML (Anti Money Laundering) Requirements	FAILED
1820	Card Number Blocked	FAILED
1821	Address Verification Failed	FAILED
1822	Transaction type not permitted for offline processing	FAILED
1823	Offline limit exceeded	FAILED
1824	Invalid use of SCA Exemption Indicators	FAILED
1825	Invalid terminal id	FAILED
1826	Try another card	FAILED
1827	Authorisation order (recurring payment) revoked. Corresponds to Visa's <b>R1</b> response code	FAILED
1828	All authorisation orders (recurring payments) revoked. Corresponds to Visa's <b>R3</b> response code	FAILED
1829	Bad authorisation code	FAILED
1830	Inactive account	FAILED
1831	Card already active	FAILED
1832	Account locked	FAILED
1833	Invalid track data	FAILED
1834	Security code required	FAILED
1835	Cardholder refused a single recurring payment. Contact cardholder for more details. Corresponds to Visa's <b>R0</b> response code	FAILED
1836	SCA Exemption Soft Decline. Transaction Risk Analysis service not available	FAILED

<b>Reason code</b>	<b>Description</b>	<b>Outcome</b>
1837	New card. Activate your card before making a payment	FAILED
1838	Declined, additional customer identification required	FAILED
1839	Invalid country code	FAILED
2000	Do not honour	FAILED
2001	Expired card	FAILED
2002	Suspected fraud	FAILED
2003	Card acceptor contact acquirer	FAILED
2004	Restricted card	FAILED
2005	Card acceptor call acquirer's security department	FAILED
2006	Allowable PIN tries exceeded	FAILED
2007	Special conditions	FAILED
2008	Lost card	FAILED
2009	Stolen card	FAILED
2010	Suspected counterfeit card	FAILED
2011	Daily withdrawal uses exceeded	FAILED
2012	Daily withdrawal amount exceeded	FAILED
5000	Reconciled, in balance	SUCCESS
5001	Reconciled, out of balance	PARTIAL
5002	Amount not reconciled, totals provided	FAILED
5003	Totals not available	TECHNICAL
5004	Not reconciled, totals provided	FAILED

Reason code	Description	Outcome
5800	Open session message, the session number used is less than current session. Correct session number attached	FAILED
5801	Wrong session number, the session number used is not the current one, it is not possible to reconcile other session than current open session. Current open session number attached	FAILED
8000	Accepted	SUCCESS
8001	Rejected, unable to perform request at current time, try later	FAILED
8002	Rejected, key verification failed. Key sync error or key check value does not match	TECHNICAL
9000	Advice acknowledged, no 9000-9001 financial liability accepted Used in all message types to indicate error or response actions	FAILED
9001	Advice acknowledged, financial liability accepted	SUCCESS
9080	Accepted, ATC Synchronization	SUCCESS
9102	Invalid transaction	MISSING
9103	Re-enter transaction	FAILED
9105	Acquirer not supported by switch	FAILED
9106	Cutover in process	TECHNICAL
9107	Card issuer or switch inoperative	TECHNICAL
9108	Transaction destination cannot be found for routing	FAILED
9109	System malfunction	TECHNICAL
9110	Card issuer signed off	TECHNICAL
9111	Card issuer timed out	TECHNICAL



<b>Reason code</b>	<b>Description</b>	<b>Outcome</b>
9112	Card issuer unavailable	TECHNICAL
9113	Duplicate transmission	FAILED
9114	Not able to trace back to original transaction	MISSING
9115	Reconciliation cutover or checkpoint error	FAILED
9116	MAC incorrect	FAILED
9117	MAC key sync error	FAILED
9118	No communication keys available for use	FAILED
9119	Encryption key sync error	FAILED
9120	Security software/hardware error - try again	FAILED
9121	Security software/hardware error - no action	FAILED
9122	Message number out of sequence	FAILED
9123	Request in progress	TECHNICAL
9124	Invalid security code	FAILED
9125	Database error	FAILED
9128	Customer vendor format error	FAILED
9132	Recurring data error	FAILED
9133	Update not allowed	FAILED
9200	Transaction refused before sending to acquirer	FAILED
9201	Transaction refused after sending to acquirer	FAILED
9280	Invalid token scope. Either no token scope was provided or a default token scope could not be selected because this entity has multiple scopes configured.	FAILED
9350	Violation of business arrangement	FAILED

<b>Reason code</b>	<b>Description</b>	<b>Outcome</b>
9133	Update not allowed	FAILED
9998	Transaction blocked by validation rules	FAILED
9999	General Error - Unknown or Unspecified reason	FAILED