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YorkshirePay Platform Response Codes
2022

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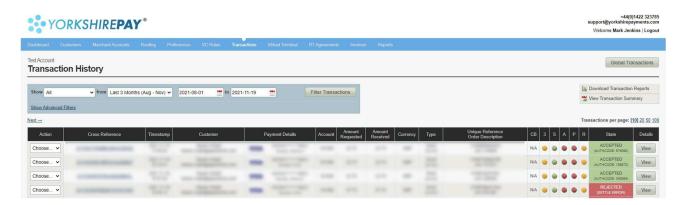STRAIGHT TALKING CARD SOLUTIONS

Contents

STATE RESPONSE CODES

The Gateway will always issue a **responseCode** to report the status of the transaction. These codes should be used rather than the **responseMessage** field to determine the outcome of a transaction.

A zero response code always indicates a successful outcome.

You can find the relevant response code for each transactions under the 'State' column on the 'Transactions' Page:

Hovering over a Response Code in the state column will produce a pop up bubble that will give you more information on the response and if there is a relevant error code associated:

TABLE OF RESPONSE CODES

Response codes are grouped as follows, the groupings are for informational purposes only and not all codes in a group are used;

Acquirer (FI) Error codes: 1-99	
Code	**Description**
0	Successful/authorised transaction Any code other than 0 indicates an unsuccessful transaction.
1	Card referred – Refer to card issuer
2	Card referred – Refer to card issuer, special condition.
4	Card declined – Keep card
5	Card declined
30	An error occurred. Check `responseMessage` for more detail

General Error Codes: 65536 - 65791	
Code	**Description**
65536	Transaction in progress. Contact customer support if this error occurs.
65537	Reserved for future use. Contact customer support if this error occurs.
65538	Reserved for future use. Contact customer support if this error occurs.
65539	Invalid credentials: `merchantID` is unknown
65540	Permission denied: caused by sending a request from an unauthorised IP address
65541	Action not allowed: the transaction state or acquirer doesn't support this action
65542	Request mismatch: fields sent while completing a request do not match initially requested values. Usually due to sending different card details to those used to authorise the transaction when completing a s-D secure transaction or performing a REFUND_SALE transaction.
65543	Request ambiguous: request could be misinterpreted due to inclusion of mutually exclusive fields.

General Error Codes: 65536 - 65791	
Code	**Description**
65544	Request Malformed: couldn't parse the request data
65545	Suspended Merchant account
65546	Currency not supported by Merchant
65547	Request Ambiguous, both `taxValue` and `discountValue` provided when should be one only
65548	Database error
65549	Payment processor communications error
65550	Payment processor error
65551	Internal Gateway communications error
65552	Internal Gateway error
65553	Encryption error.
65554	Duplicate request. Refer to Section 11.
65555	Settlement error.
65556	AVS/CV2 Checks are not supported for this card (or Acquirer)
65557	IP Blocked: Request is from a banned IP address
65558	Primary IP blocked: Request is not from one of the primary IP addresses configured for this Merchant Account
65559	Secondary IP blocked: Request is not from one of the secondary IP addresses configured for this Merchant Account
65560	Reserved for future use. Contact customer support if this error occurs
65561	Unsupported Card Type: Request is for a card type that is not supported on this Merchant Account
65562	Unsupported Authorisation: External authorisation code `authCode` has been supplied and this is not supported for the transaction or by the Acquirer
65563	Request not supported: The Gateway or Acquirer does not support the request
65564	Request expired: The request cannot be completed as the information is too old
65565	Request retry: The request can be retried later
65566	Test Card Used: A test card was used on a live Merchant Account
65567	Unsupported card issuing country: Request is for a card issuing country that is not supported on this Merchant Account

General Error Codes: 65536 - 65791	
Code	**Description**
65568	Unsupported payment type: Request uses a payment type which is not supported on this Merchant Account

3-D Secure Error Codes: 65792 - 66047	
Code	**Description**
65792	3-D Secure transaction in progress. Contact customer support if this error occurs
65793	Unknown 3-D Secure Error
65794	3-D Secure processing is unavailable. Merchant account doesn't support 3 -D Secure
65795	3-D Secure processing is not required for the given card
65796	3-D Secure processing is required for the given card
65797	Error occurred during 3-D Secure enrolment check
65798	Reserved for future use. Contact customer support if this error occurs
65799	Reserved for future use. Contact customer support if this error occurs
65800	Error occurred during 3-D Secure authentication check
65801	Reserved for future use. Contact customer support if this error occurs
65802	3-D Secure authentication is required for this card
65803	3-D Secure enrolment or authentication failure and Merchant 3-D Secure preferences are to STOP processing

Missing Request Field Error Codes: 66048 - 66303	
Code	**Description**
66048	Missing request. No data posted to integration URL
66049	Missing `merchantID` field
66050	Reserved for future use. Contact customer support if this error occurs
66051	Reserved for internal use. Contact customer support if this error occurs
66052	Reserved for internal use. Contact customer support if this error occurs
66053	Reserved for internal use. Contact customer support if this error occurs
66054	Reserved for internal use. Contact customer support if this error occurs
66055	Missing `action` field

Missing Request Field Error Codes: 66048 - 66303	
Code	**Description**
66056	Missing `amount` field
66057	Missing `currencyCode` field
66058	Missing `cardNumber` field
66059	Missing `cardExpiryMonth` field
66060	Missing `cardExpiryYear` field
66061	Missing `cardStartMonth` field (reserved for future use)
66062	Missing `cardStartYear` field (reserved for future use)
66063	Missing `cardIssueNumber` field (reserved for future use)
66064	Missing `cardCVV` field
66065	Missing `customerName` field
66066	Missing `customerAddress` field
66067	Missing `customerPostCode` field
66068	Missing `customerEmail` field
66069	Missing `customerPhone` field (reserved for future use)
66070	Missing `countyCode` field
66071	Missing `transactionUnique` field (reserved for future use)
66072	Missing `orderRef` field (reserved for future use)
66073	Missing `remoteAddress` field (reserved for future use)
66074	Missing `redirectURL` field
66075	Missing `callbackURL` field (reserved for future use)
66076	Missing `merchantData` field (reserved for future use)
66077	Missing `origin` field (reserved for future use)
66078	Missing `duplicateDelay` field (reserved for future use)
66079	Missing `itemQuantity` field (reserved for future use)
66080	Missing `itemDescription` field (reserved for future use)
66081	Missing `itemGrossValue` field (reserved for future use)

Missing Request Field Error Codes: 66048 - 66303	
Code	**Description**
66082	Missing `taxValue` field (reserved for future use)
66083	Missing `discountValue` field (reserved for future use)
66084	Missing `taxDiscountDescription` field (reserved for future use)
66085	Missing `xref` field (reserved for future use)
66086	Missing `type` field (reserved for future use)
66087	Missing `signature` field (field is required if message signing is enabled)
66088	Missing `authorisationCode` field (reserved for future use)
66089	Missing `transactionID` field (reserved for future use)
66090	Missing `threeDSRequired` field (reserved for future use)
66091	Missing `threeDSMD` field (reserved for future use)
66092	Missing `threeDSPaRes` field
66093	Missing `threeDSECI` field
66094	Missing `threeDSCAVV` field
66095	Missing `threeDSXID` field
66096	Missing `threeDSEnrolled` field
66097	Missing `threeDSAuthenticated` field
66098	Missing `threeDSCheckPref` field
66099	Missing `cv2CheckPref` field
66100	Missing `addressCheckPref` field
66101	Missing `postcodeCheckPref` field
66102	Missing `captureDelay` field
66103	Missing `orderDate` field
66104	Missing `grossAmount` field
66105	Missing `netAmount` field
66016	Missing `taxRate` field
66016	Missing `taxReason` field

Missing Request Field Error Codes: 66048 - 66303	
Code	**Description**
66160	Missing `cardExpiryDate` field
66161	Missing `cardStartDate` field

Invalid Request Field Error Codes: 66304 - 66559	
Code	**Description**
66304	Invalid request
66305	Invalid `merchantID` field
66306	Reserved for future use. Contact customer support if this error occurs
66307	Reserved for internal use. Contact customer support if this error occurs
66308	Reserved for internal use. Contact customer support if this error occurs
66309	Reserved for internal use. Contact customer support if this error occurs
66310	Reserved for internal use. Contact customer support if this error occurs
66311	Invalid `action` field
66312	Invalid `amount` field
66313	Invalid `currencyCode` field
66314	Invalid `cardNumber` field
66315	Invalid `cardExpiryMonth` field
66316	Invalid `cardExpiryYear` field
66317	Invalid `cardStartMonth` field
66318	Invalid `cardStartYear` field
66319	Invalid `cardIssueNumber` field
66320	Invalid `cardCVV` field
66321	Invalid `customerName` field
66322	Invalid `customerAddress` field
66323	Invalid `customerPostCode` field
66324	Invalid `customerEmail` field
66325	Invalid `customerPhone` field

Invalid Request Field Error Codes: 66304 - 66559	
Code	**Description**
66326	Invalid `countyCode` field
66327	Invalid `transactionUnique` field (reserved for future use)
66328	Invalid `orderRef` field (reserved for future use)
66329	Invalid `remoteAddress` field
66330	Invalid `redirectURL` field
66331	Invalid `callbackURL` field (reserved for future use)
66332	Invalid `merchantData` field (reserved for future use)
66333	Invalid `origin` field (reserved for future use)
66334	Invalid `duplicateDelay` field. Refer to Section 11.
66335	Invalid `itemQuantity` field
66336	Invalid `itemDescription` field
66337	Invalid `itemGrossValue` field
66338	Invalid `taxValue` field
66339	Invalid `discountValue` field
66340	Invalid `taxDiscountDescription` field (reserved for future use)
66341	Invalid `xref` field
66342	Invalid `type` field
66343	Invalid `signature` field
66344	Invalid `authorisationCode` field
66345	Invalid `transactionID` field
66356	Invalid `threeDSRequired` field
66347	Invalid `threeDSMD` field
66348	Invalid `threeDSPaRes` field
66349	Invalid `threeDSECI` field
66350	Invalid `threeDSCAVV` field
66351	Invalid `threeDSXID` field

Invalid Request Field Error Codes: 66304 - 66559	
Code	**Description**
66352	Invalid `threeDSEnrolled` field
66353	Invalid `threeDSAuthenticated` field
66354	Invalid `threeDSCheckPref` field
66355	Invalid `cv2CheckPref` field
66356	Invalid `addressCheckPref` field
66357	Invalid `postcodeCheckPref` field
66358	Invalid `captureDelay` field.
66359	Invalid `orderDate` field
66360	Invalid `grossAmount` field
66361	Invalid `netAmount` field
66362	Invalid `taxRate` field
66363	Invalid `taxReason` field
66416	Invalid card expiry date. Must be a date sometime in the next 10 years
66417	Invalid card start date. Must be a date sometime in the last 10 years

AVS / CV2 CHECK RESPONSE CODES

The AVS/CV2 Check Response Message field **avscv2ResponseMessage** is sent back in the raw form that is received from the Acquiring bank and can contain the following values;

Response	Description
ALL MATCH	AVS and CV2 match
SECURITY CODE MATCH ONLY	CV2 match only
ADDRESS MATCH ONLY	AVS match only
NO DATA MATCHES	No matches for AVS and CV2
DATA NOT CHECKED	Supplied data not checked
SECURITY CHECKS NOT SUPPORTED	Card scheme does not support checks

The AVS/CV2 Response Code **avscv2ResponseCode** is made up of six characters and is sent back in the raw form that is received from the Acquiring bank. The first 4 characters can be decoded as below, the remaining 2 characters are currently reserved for future use;

Position 1 Value	Description
0	No additional information available
1	CV2 not checked
2	CV2 matched
4	CV2 not matched
8	Reserved

Position 2 Value	Description
0	No additional information available
1	Postcode not checked
2	Postcode matched
4	Postcode not matched
8	Postcode partially matched

Position 3 Value	Description
0	No additional information
1	Address numeric not checked
2	Address numeric matched
4	Address numeric not matched
8	Address numeric partially matched

Position 4 Value	Description
0	Authorising entity not known
1	Authorising entity – merchant host
2	Authorising entity – acquirer host
4	Authorising entity – card scheme
8	Authorising entity - issuer

3-D SECURE ENROLMENT/AUTH CODES

The 3-D Secure enrolment check field **threeDSEnrolled** can return the following values;

Y - Enrolled: The card is enrolled in the 3-D Secure program and the payer is eligible for authentication processing.

N - Not Enrolled: The checked card is eligible for the 3-D Secure (it is within the card association's range of accepted cards) but the card issuing bank does not participate in the 3-D Secure program. If the Cardholder later disputes the purchase, the issuer may not submit a chargeback to you.

U - Unable To Verify Enrolment: The card associations were unable to verify if the Cardholder is registered. As the card is ineligible for 3-D Secure, Merchants can choose to accept the card nonetheless and precede the purchase as non- authenticated and submits authorization with ECI 7. The Acquirer/Merchant retains liability if the Cardholder later disputes making the purchase.

E - Error Verify Enrolment: The Gateway encountered an error. This card is flagged as 3-D Secure ineligible. The card can be accepted for payment, yet you may not claim a liability shift on this transaction in case of a dispute with the Cardholder.

The 3-D Secure authentication check field threeDSAuthenticated can return the following values;

Y - Authentication Successful: The Issuer has authenticated the Cardholder by verifying the identity information or password. A CAVV and an ECI of 5 is returned. The card is accepted for payment.

N - Not Authenticated: The Cardholder did not complete authentication and the card should not be accepted for payment.

U - Unable To Authenticate: The authentication was not completed due to technical or another problem. A transmission error prevented authentication from completing. The card should be accepted for payment but no authentication data will be passed on to authorization processing and no liability shift will occur.

A - Attempted Authentication: A proof of authentication attempt was generated. The Cardholder is not participating, but the attempt to authenticate was recorded. The card should be accepted for payment and authentication information passed to authorization processing.

E - Error Checking Authentication: The Gateway encountered an error. The card should be accepted for payment but no authentication information will be passed to authorization processing and no liability shift will occur.