

# Ogone e-Commerce Payments info

## Technical information concerning payment management.

This document contains information about:

- [payment statuses](#)
- [error codes](#)
- [upload of payment files](#)
- [Uploaded file status](#)

### Payment statuses

The table below summarises the possible statuses of the payments.

Statuses in 1 digit are 'normal' statuses:

- 0 or 1 means the payment entry was not completed either because it is still underway or because interrupted or because a validation error prevented from confirming. If the cause is a validation error, an additional error code (\*) (NCERROR) identifies the error.
- 2 means the acquirer did not authorise the payment.
- 5 means the acquirer authorised the payment.
- 9 means the payment was captured.

Statuses in 2 digits corresponds either to 'intermediary' situations or to abnormal events. When the second digit is:

- 1, this means the payment processing is on hold.
- 2, this means an error occurred during the communication with the acquirer. The result is therefore not determined. You must therefore call the acquirer's helpdesk to find out the actual result of this transaction.
- 3, this means the payment processing (capture or cancellation) was refused by the acquirer whilst the payment had been authorised beforehand. It can be due to a technical error or to the expiration of the autorisation. You must therefore call the acquirer's helpdesk to find out the actual result of this transaction.

#### Statuses Explanations

- 0** Invalid or incomplete
- 1** Cancelled by customer
- 2** Authorisation declined
- 4** Order stored
- 40** Stored waiting external result
- 41** Waiting for client payment
- 5** Authorised
- 50** Authorized waiting external result
- 51** Authorisation waiting
- 52** Authorisation not known
- 55** Standby
- 56** OK with scheduled payments
- 57** Not OK with scheduled payments
- 59** Authoris. to be requested manually
- 6** Authorised and cancelled
- 61** Author. deletion waiting
- 62** Author. deletion uncertain
- 63** Author. deletion refused
- 64** Authorised and cancelled
- 7** Payment deleted
- 71** Payment deletion pending

- 72 Payment deletion uncertain
- 73 Payment deletion refused
- 74 Payment deleted
- 75 Deletion handled by merchant
- 8 Refund
- 81 Refund pending
- 82 Refund uncertain
- 83 Refund refused
- 84 Refund
- 85 Refund handled by merchant
- 9 Payment requested
- 91 Payment processing
- 92 Payment uncertain
- 93 Payment refused
- 94 Refund declined by the acquirer
- 95 Payment handled by merchant
- 96 Refund reversed
- 99 Being processed

## Error codes

The list of error messages is not exhaustive and contains error messages that could not be relevant for a specific merchant. This reference table will help you to identify what a new error code stands for.

In general, error codes starting with

- 2: uncertain status. Will evolve to a final status.
- 3: transaction declined by the acquirer
- 4: transaction declined. It could be only a temporary technical problem. Please retry a little bit later.
- 5: validation/configuration error (f.i. : currency not allowed on your account,...).

Error-ID	Retry*	Explanations
0020001001	Yes	Authorisation failed. Please retry.
0020001002	Yes	Authorisation failed. Please retry.
0020001003	Yes	Authorisation failed. Please retry.
0020001004	Yes	Authorisation failed. Please retry.
0020001005	Yes	Authorisation failed. Please retry.
0020001006	Yes	Authorisation failed. Please retry.
0020001007	Yes	Authorisation failed. Please retry.
0020001008	Yes	Authorisation failed. Please retry.
0020001009	Yes	Authorisation failed. Please retry.
0020001010	Yes	Authorisation failed. Please retry.
0030001999	No	Our payment system is currently under maintenance, please try later.
0050001005	No	Expiry date error
0050001007	No	Requested operation code not permitted
0050001008	No	Invalid time limit value
0050001010	No	Invalid input date format
0050001013	No	Unable to parse socket input stream
0050001014	No	Error in parsing stream content
0050001015	No	Currency error
0050001016	No	Transaction still posted at end of wait
0050001017	No	Sync value not compatible with delay value

<b>0050001019</b>	<b>No</b>	Duplicate of a pre-existing transaction
<b>0050001020</b>	<b>No</b>	Acceptance code required for transaction
<b>0050001024</b>	<b>No</b>	Maintenance acquirer differs from original transaction acquirer
<b>0050001025</b>	<b>No</b>	Maintenance merchant differs from original transaction merchant
<b>0050001028</b>	<b>No</b>	Maintenance operation not appropriate for original transaction
<b>0050001031</b>	<b>No</b>	Host application unknown for the transaction
<b>0050001032</b>	<b>No</b>	Unable to perform requested operation with requested currency
<b>0050001033</b>	<b>No</b>	Maintenance card number differs from original transaction card number
<b>0050001034</b>	<b>No</b>	Operation code not permitted
<b>0050001035</b>	<b>No</b>	Exception occurred in socket input stream processing
<b>0050001036</b>	<b>No</b>	Card length does not correspond to an acceptable value for the brand.
<b>0050001036</b>	<b>No</b>	Card length does not correspond to an acceptable value for the brand
<b>0050001068</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>0050001069</b>	<b>No</b>	Invalid check for CardID and Brand
<b>0050001070</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>0050001116</b>	<b>No</b>	Unknown origin IP
<b>0050001117</b>	<b>No</b>	No origin IP detected
<b>0050001118</b>	<b>No</b>	Merchant configuration problem. Please contact support.
<b>10001001</b>	<b>No</b>	Communication failure
<b>10001002</b>	<b>No</b>	Communication failure
<b>10001003</b>	<b>No</b>	Communication failure
<b>10001004</b>	<b>No</b>	Communication failure
<b>10001005</b>	<b>No</b>	Communication failure
<b>10001016</b>	<b>No</b>	Waiting for acquirer feedback
<b>10001018</b>	<b>No</b>	3XCB pending transaction awaiting for Final status
<b>20001001</b>	<b>No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001002</b>	<b>No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the status of the transaction within one working day. Please check the status later.
<b>20001003</b>	<b>No</b>	We received an unknown status for the transaction. We will contact your acquirer and update the status of the transaction. Please check the status later.
<b>20001004</b>	<b>No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001005</b>	<b>No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001006</b>	<b>No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001007</b>	<b>No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.

<b>20001008 No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001009 No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001010 No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001101 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>20001104 No</b>	We received an unknown status for the transaction. We will contact your acquirer and update the status of the transaction. Please check the status later.
<b>20001105 No</b>	We have received an unknown status for the transaction. We shall contact your acquirer and update the transaction status within one working day. Please check the status later.
<b>20001111 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>20001998 No</b>	We received an unknown status for the transaction. We will contact your acquirer and update the status of the transaction. Please check the status later.
<b>20002001 No</b>	Bank response origin cannot be checked
<b>20002002 No</b>	Beneficiary account number has been modified during processing
<b>20002003 No</b>	Amount has been modified during processing
<b>20002004 No</b>	Currency has been modified during processing
<b>20002005 No</b>	No feedback detected from the bank server
<b>30001001 No</b>	Payment refused by the financial institution
<b>30001002 No</b>	Duplicate request
<b>30001010 Yes</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30001011 Yes</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30001012 No</b>	Card blacklisted - Contact acquirer
<b>30001015 Yes</b>	There has been a connection error to the receiving bank. Please try later or choose another payment method.
<b>30001016 No</b>	Transmission failure and/or Database error. The transaction could not be properly initialised in the send process (db access failures, etc.)
<b>30001051 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30001054 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30001056 No</b>	Your merchant's acquirer is temporarily unavailable, please try later or choose another payment method.
<b>30001057 Yes</b>	There has been a connection error to the receiving bank. Please try later or choose another payment method.
<b>30001058 Yes</b>	There has been a connection error to the receiving bank. Please try later or choose another payment method.
<b>30001060 No</b>	Acquirer has indicated a failure during payment processing
<b>30001070 No</b>	RATEPAY Invalid Response Type (Failure)
<b>30001071 No</b>	RATEPAY Missing Mandatory status code field (failure)
<b>30001072 No</b>	RATEPAY Missing Mandatory Result code field (failure)
<b>30001073 No</b>	RATEPAY Response parsing Failed
<b>30001090 No</b>	CVC check required by front end and returned invalid by acquirer

<b>30001091 No</b>	Postcode check required by front end and returned invalid by acquirer
<b>30001092 No</b>	Address check required by frontend and returned as invalid by acquirer.
<b>30001095 No</b>	CVC check failed after transaction processed
<b>30001096 No</b>	AAV check failed after transaction processed
<b>30001100 No</b>	Unauthorised customer country
<b>30001101 No</b>	IP country differs from card country
<b>30001102 No</b>	Number of different countries too high
<b>30001103 No</b>	unauthorised card country
<b>30001104 No</b>	unauthorised IP address country
<b>30001105 No</b>	Anonymous proxy
<b>30001110 No</b>	If the problem persists, please contact Support or go to paysafecard's card balance page ( <a href="https://customer.cc.at.paysafecard.com/pssccustomer/GetWelcomePanelServlet?language=en">https://customer.cc.at.paysafecard.com/pssccustomer/GetWelcomePanelServlet?language=en</a> ), to see when the amount reserved on your card will be available again.
<b>30001120 No</b>	IP address on merchant's blacklist
<b>30001130 No</b>	BIN on merchant's blacklist
<b>30001131 No</b>	Wrong BIN for 3xCB
<b>30001140 No</b>	Card on merchant's blacklist
<b>30001141 No</b>	E-mail blacklisted
<b>30001142 No</b>	Passenger name blacklisted
<b>30001143 No</b>	Cardholder name blacklisted
<b>30001144 No</b>	Passenger name different from owner name
<b>30001145 No</b>	Time to departure too short
<b>30001149 No</b>	Card Configured in Card Supplier Limit for another relation (CSL)
<b>30001150 No</b>	Card not configured in the system for this customer (CSL)
<b>30001151 No</b>	REF1 not allowed for this relationship (Contract number)
<b>30001152 No</b>	Card/Supplier Amount limit reached (CSL)
<b>30001153 No</b>	Card not permitted for this supplier (Date out of contractual limits)
<b>30001154 No</b>	You have reached the permitted usage limit.
<b>30001155 No</b>	You have reached the permitted usage limit.
<b>30001156 No</b>	You have reached the permitted usage limit
<b>30001157 No</b>	Unauthorised IP country for itinerary
<b>30001158 No</b>	e-mail usage limit reached
<b>30001159 No</b>	Unauthorised card country/IP country combination
<b>30001160 No</b>	Postcode in high-risk group
<b>30001161 No</b>	generic blacklist match
<b>30001162 No</b>	Invoicing Address is a PO Box
<b>30001163 No</b>	Airport in high-risk group
<b>30001164 No</b>	Shipping Method in high-risk group
<b>30001165 No</b>	Shipping Method Details in high-risk group
<b>30001166 No</b>	Product Category in high-risk group
<b>30001167 No</b>	Subbrand in high-risk group
<b>30001168 No</b>	Issuer Number in high-risk group
<b>30001169 No</b>	Time to delivery too short
<b>30001180 No</b>	maximum scoring reached
<b>30001997 No</b>	Authorisation cancelled by simulator

<b>30001998</b>	<b>Yes</b>	A technical problem has occurred. Please try again.
<b>30001999</b>	<b>Yes</b>	There has been a connection error with the receiving bank. Please try later or choose another payment method.
<b>30002001</b>	<b>No</b>	Payment refused by the financial institution
<b>30002001</b>	<b>No</b>	Payment refused by the financial institution
<b>30021001</b>	<b>No</b>	Please call the acquirer support call number.
<b>30022001</b>	<b>No</b>	Payment must be approved by the acquirer prior to execution.
<b>30031001</b>	<b>No</b>	Invalid merchant number
<b>30041001</b>	<b>No</b>	Retain card.
<b>30051001</b>	<b>No</b>	Authorisation declined
<b>30051002</b>	<b>No</b>	Voor vragen over uw afwijzing kunt u contact opnemen met de Klantenservice van AfterPay.
<b>30051009</b>	<b>No</b>	It is possible that you may not have completed all the required information (correctly) during the order process.
<b>30051010</b>	<b>No</b>	because your age is under 18. For more information please visit website of AfterPay.
<b>30051011</b>	<b>No</b>	because your address could not be validated. For more information please visit website of AfterPay.
<b>30051012</b>	<b>No</b>	because your emailadres is invalid. For more information please visit website van AfterPay.
<b>30051013</b>	<b>No</b>	because the order amount extends the limit for first time AfterPay users. For more information please visit website of AfterPay.
<b>30051014</b>	<b>No</b>	because there are currently too many outstanding payments at AfterPay. For more information please visit website of AfterPay.
<b>30051015</b>	<b>No</b>	because your chamber of commerce number could not be validated. For more information please visit website of AfterPay.
<b>30051016</b>	<b>No</b>	because the order amount is too low. For more information please visit website of AfterPay.
<b>30051017</b>	<b>No</b>	. For more information please visit website of AfterPay.
<b>30071001</b>	<b>No</b>	Retain card - special conditions.
<b>30121001</b>	<b>No</b>	Invalid transaction
<b>30131001</b>	<b>No</b>	Invalid amount
<b>30131002</b>	<b>No</b>	You have reached the permitted limit
<b>30141001</b>	<b>No</b>	Invalid card number
<b>30151001</b>	<b>No</b>	Unknown acquiring institution
<b>30171001</b>	<b>No</b>	Payment method cancelled by the customer.
<b>30171002</b>	<b>No</b>	The maximum time allowed has elapsed.
<b>30191001</b>	<b>No</b>	Please try again later.
<b>30201001</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30301001</b>	<b>No</b>	Invalid format
<b>30311001</b>	<b>No</b>	Unknown acquirer ID.
<b>30331001</b>	<b>No</b>	Card expired
<b>30341001</b>	<b>No</b>	Suspicion of fraud.
<b>30341001</b>	<b>No</b>	Suspicion of fraud.
<b>30341002</b>	<b>No</b>	Suspicion of fraud (3rdMan)
<b>30341003</b>	<b>No</b>	Suspicion of fraud (Perseuss)
<b>30341004</b>	<b>No</b>	Suspicion of fraud (ETHOCA)
<b>30341005</b>	<b>No</b>	Suspicion of fraud (Expert)

<b>30381001</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30401001</b>	<b>No</b>	Invalid function
<b>30411001</b>	<b>No</b>	Lost card
<b>30431001</b>	<b>No</b>	Stolen card. Pick up.
<b>30511001</b>	<b>No</b>	Insufficient funds
<b>30521001</b>	<b>No</b>	No Authorisation. Please contact your card issuer.
<b>30541001</b>	<b>No</b>	Card expired
<b>30551001</b>	<b>No</b>	Invalid PIN
<b>30561001</b>	<b>No</b>	Card not in authoriser's database.
<b>30571001</b>	<b>No</b>	Transaction not permitted on card
<b>30581001</b>	<b>No</b>	Transaction not permitted on this terminal
<b>30591001</b>	<b>No</b>	Suspicion of fraud
<b>30601001</b>	<b>No</b>	The merchant should contact the acquirer.
<b>30611001</b>	<b>Yes</b>	Amount exceeds card limit
<b>30621001</b>	<b>No</b>	Restricted card
<b>30631001</b>	<b>No</b>	Security policy not respected
<b>30641001</b>	<b>No</b>	Amount changed from ref. transaction.
<b>30681001</b>	<b>No</b>	The maximum allowed time has elapsed.
<b>30751001</b>	<b>No</b>	Incorrect PIN entered too many times
<b>30761001</b>	<b>No</b>	Already disputed by cardholder.
<b>30771001</b>	<b>No</b>	PIN entry required
<b>30811001</b>	<b>No</b>	Message flow error
<b>30821001</b>	<b>No</b>	Authorisation centre unavailable
<b>30831001</b>	<b>No</b>	Authorisation centre unavailable
<b>30901001</b>	<b>No</b>	Temporary system shutdown
<b>30911001</b>	<b>No</b>	Acquirer unavailable
<b>30921001</b>	<b>No</b>	Invalid card type for acquirer
<b>30941001</b>	<b>No</b>	Duplicate transaction
<b>30961001</b>	<b>Yes</b>	Processing temporarily not possible
<b>30971001</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>30981001</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>31011001</b>	<b>No</b>	Unknown acceptance code
<b>31021001</b>	<b>No</b>	Invalid currency
<b>31031001</b>	<b>No</b>	Acceptance code missing
<b>31041001</b>	<b>No</b>	Inactive card
<b>31051001</b>	<b>No</b>	Merchant not active
<b>31061001</b>	<b>No</b>	Invalid expiry date
<b>31071001</b>	<b>No</b>	Interrupted host communication
<b>31081001</b>	<b>No</b>	Card refused
<b>31091001</b>	<b>No</b>	Invalid password
<b>31101001</b>	<b>No</b>	Plafond transaction (majoré du bonus) dépassé
<b>31111001</b>	<b>No</b>	Plafond mensuel (majoré du bonus) dépassé
<b>31121001</b>	<b>No</b>	Plafond centre de facturation dépassé
<b>31131001</b>	<b>No</b>	Plafond entreprise dépassé
<b>31141001</b>	<b>No</b>	Code MCC du fournisseur non autorisé pour la carte
<b>31151001</b>	<b>No</b>	Numéro SIRET du fournisseur non autorisé pour la carte
<b>31161001</b>	<b>No</b>	This is not a valid online bank account

<b>32001004 No</b>	A technical problem has occurred. Please try again.
<b>32001105 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>34011001 No</b>	Bezahlung mit RatePAY nicht möglich.
<b>39991001 No</b>	A technical problem has occurred. Please contact your acquirer's helpdesk.
<b>40001001 Yes</b>	A technical problem has occurred. Please try again.
<b>40001002 Yes</b>	A technical problem has occurred. Please try again.
<b>40001003 Yes</b>	A technical problem has occurred. Please try again.
<b>40001004 Yes</b>	A technical problem has occurred. Please try again.
<b>40001005 Yes</b>	A technical problem has occurred. Please try again.
<b>40001006 Yes</b>	A technical problem has occurred. Please try again.
<b>40001007 Yes</b>	A technical problem has occurred. Please try again.
<b>40001008 Yes</b>	A technical problem has occurred. Please try again.
<b>40001009 Yes</b>	A technical problem has occurred. Please try again.
<b>40001010 Yes</b>	A technical problem has occurred. Please try again.
<b>40001011 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>40001012 Yes</b>	There has been a connection error with the receiving bank. Please try later or choose another payment method.
<b>40001013 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>40001016 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>40001018 Yes</b>	A technical problem has occurred. Please try again.
<b>40001019 Yes</b>	Sorry, an error has occurred during processing. Please retry the transaction (using the Back button of the browser). If the problem persists, contact your merchant's helpdesk.
<b>40001020 Yes</b>	Sorry, an error occurred during processing. Please retry the operation (using the Back button of the browser). If the problem persists, please contact your merchant's helpdesk.
<b>40001050 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>40001133 No</b>	Authentication failed. Incorrect signature for your bank's access control server.
<b>40001134 Yes</b>	Authentication failed. Please retry or cancel.
<b>40001135 Yes</b>	Authentication temporarily unavailable. Please retry or cancel.
<b>40001136 Yes</b>	Technical problem with your browser. Please retry or cancel.
<b>40001137 Yes</b>	Your bank is temporarily unavailable. Please try again later or choose another payment method.
<b>40001998 No</b>	Temporary technical problem. Please retry later.
<b>50001001 No</b>	Unknown card type
<b>50001002 No</b>	Card number format check failed for given card number.
<b>50001003 No</b>	Merchant data error
<b>50001004 No</b>	Merchant identification missing
<b>50001005 No</b>	Expiry date error
<b>50001006 No</b>	Amount is not a number
<b>50001007 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001008 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001009 No</b>	A technical has problem occurred. Please contact the helpdesk.



<b>50001010 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001011 No</b>	Brand not supported for that merchant
<b>50001012 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001013 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001014 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001015 No</b>	Invalid currency code
<b>50001016 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001017 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001018 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001019 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001020 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001021 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001022 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001023 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001024 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001025 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001026 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001027 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001028 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001029 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001030 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001031 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001032 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001033 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001034 No</b>	A technical has problem occurred. Please contact the helpdesk.
<b>50001035 No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001036 No</b>	Incorrect card length for the brand
<b>50001037 No</b>	Purchasing card number for a standard merchant
<b>50001038 No</b>	You should use a purchasing card for this transaction.
<b>50001039 No</b>	Details sent for a non-purchasing card merchant. Please contact the helpdesk.
<b>50001040 No</b>	Details not sent for a purchasing card transaction. Please contact the helpdesk.

<b>50001041</b>	<b>No</b>	Payment detail validation failed
<b>50001042</b>	<b>No</b>	Sum of given transaction amounts (tax, discount, delivery, net, etc.) does not match total.
<b>50001043</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001044</b>	<b>No</b>	No acquirer configured for this operation
<b>50001045</b>	<b>No</b>	No UID configured for this operation
<b>50001046</b>	<b>No</b>	Operation not permitted for the merchant
<b>50001047</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001048</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001049</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001050</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001051</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001052</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001053</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001054</b>	<b>No</b>	Card number incorrect or incompatible
<b>50001055</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001056</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001057</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001058</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001059</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001060</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001061</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001062</b>	<b>No</b>	A technical problem has occurred. Please contact the helpdesk.
<b>50001063</b>	<b>No</b>	Card Issue Number does not correspond to range or is not present
<b>50001064</b>	<b>No</b>	Start Date invalid or not present
<b>50001066</b>	<b>No</b>	Invalid CVC code format
<b>50001067</b>	<b>No</b>	The merchant is not registered for 3D-Secure
<b>50001068</b>	<b>No</b>	Invalid card number or account number (PAN)
<b>50001069</b>	<b>No</b>	Invalid CardID and Brand match
<b>50001070</b>	<b>No</b>	The ECI value is either not supported or conflicts with other transaction data
<b>50001071</b>	<b>No</b>	Incomplete TRN demat
<b>50001072</b>	<b>No</b>	Incomplete PAY demat
<b>50001073</b>	<b>No</b>	No demat APP
<b>50001074</b>	<b>No</b>	Authorisation period expired
<b>50001075</b>	<b>No</b>	VERRes was an error message
<b>50001076</b>	<b>No</b>	DCP amount greater than authorisation amount
<b>50001077</b>	<b>No</b>	Details negative amount

<b>50001078 No</b>	Details negative quantity
<b>50001079 No</b>	Could not decode/decompress received PAREs (3D-Secure)
<b>50001080 No</b>	Received PAREs was an error message from ACS (3D-Secure)
<b>50001081 No</b>	Received PAREs format was invalid according to the 3DS specifications (3D-Secure)
<b>50001082 No</b>	PARReq/PAREs reconciliation failure (3D-Secure)
<b>50001084 No</b>	Maximum amount reached
<b>50001087 No</b>	This transaction requires authentication. Please check with your bank.
<b>50001090 No</b>	CVC missing at input, but CVC check requested
<b>50001091 No</b>	Postcode missing at input, but postcode check requested
<b>50001092 No</b>	Address missing at input, but Address check requested
<b>50001093 No</b>	Partial capture not allowed
<b>50001095 No</b>	Invalid date of birth
<b>50001096 No</b>	Invalid commodity code
<b>50001097 No</b>	The requested currency and brand are incompatible.
<b>50001111 No</b>	Data validation error
<b>50001113 No</b>	This order has already been processed.
<b>50001114 No</b>	Error in accessing the pre-payment check page
<b>50001115 No</b>	Request not received in secure mode
<b>50001116 No</b>	Unknown IP address origin
<b>50001117 No</b>	No IP address origin
<b>50001118 No</b>	PSPID not found or incorrect
<b>50001119 No</b>	Password incorrect or disabled due to number of errors
<b>50001120 No</b>	Invalid currency
<b>50001121 No</b>	Invalid number of decimals for the currency
<b>50001122 No</b>	Currency not accepted by the merchant
<b>50001123 No</b>	Card type not active
<b>50001124 No</b>	Number of lines doesn't match the number of payments
<b>50001125 No</b>	Format validation error
<b>50001126 No</b>	Overflow in data capture requests for the original order
<b>50001127 No</b>	Incorrect original order status
<b>50001128 No</b>	missing authorisation code for unauthorised order
<b>50001129 No</b>	Overflow in refunds requests
<b>50001130 No</b>	Original order access error
<b>50001131 No</b>	Original history item access error
<b>50001132 No</b>	The selected Catalogue is empty
<b>50001133 No</b>	Duplicate request
<b>50001134 No</b>	Authentication failed. Please retry or cancel.
<b>50001135 No</b>	Authentication temporarily unavailable. Please retry or cancel.
<b>50001136 No</b>	Technical problem with your browser. Please retry or cancel.
<b>50001137 No</b>	Your bank is temporarily unavailable. Please try again later or choose another payment method.
<b>50001150 No</b>	Fraud Detection: technical error (invalid IP)
<b>50001151 No</b>	Fraud detection: technical error (IPCTY unknown or error)
<b>50001152 No</b>	Fraud detection: technical error (CCCTY unknown or error)
<b>50001153 No</b>	Overflow in redo-authorisation requests
<b>50001170 No</b>	Dynamic BIN check failed
<b>50001171 No</b>	Dynamic country check failed

<b>50001172</b>	<b>No</b>	Amadeus signature error
<b>50001174</b>	<b>Yes</b>	Cardholder Name is too long
<b>50001175</b>	<b>No</b>	Name contains invalid characters
<b>50001176</b>	<b>No</b>	Card number is too long
<b>50001177</b>	<b>No</b>	Card number contains non-numeric info
<b>50001178</b>	<b>No</b>	Card Number Empty
<b>50001179</b>	<b>No</b>	CVC too long
<b>50001180</b>	<b>No</b>	CVC contains non-numeric info
<b>50001181</b>	<b>No</b>	Expiry date contains non-numeric info
<b>50001182</b>	<b>No</b>	Invalid expiry month
<b>50001183</b>	<b>No</b>	Expiry date must be in the future
<b>50001184</b>	<b>No</b>	SHA Mismatch
<b>50001186</b>	<b>No</b>	Operation not permitted
<b>50001187</b>	<b>No</b>	Operation not permitted
<b>50001205</b>	<b>No</b>	Missing mandatory fields in invoicing address
<b>50001206</b>	<b>No</b>	Missing mandatory date of birth field.
<b>50001207</b>	<b>No</b>	Missing required shopping basket details
<b>50001208</b>	<b>No</b>	Missing social security number
<b>50001209</b>	<b>No</b>	Invalid country code
<b>50001210</b>	<b>No</b>	Missing annual salary
<b>50001211</b>	<b>No</b>	Missing gender
<b>50001212</b>	<b>No</b>	Missing e-mail
<b>50001213</b>	<b>No</b>	Missing IP address
<b>50001214</b>	<b>No</b>	Missing part-payment campaign ID
<b>50001215</b>	<b>No</b>	Missing invoice number
<b>50001216</b>	<b>No</b>	The alias must be different to the card number.
<b>50001217</b>	<b>No</b>	Invalid details for shopping basket calculation
<b>50001218</b>	<b>No</b>	No Refunds allowed
<b>50001220</b>	<b>No</b>	Invalid format of phone number
<b>50001221</b>	<b>No</b>	Invalid ZIP format
<b>50001222</b>	<b>No</b>	Firstname or/and lastname missing
<b>50001223</b>	<b>No</b>	Firstname and/or lastname format invalid
<b>50001224</b>	<b>No</b>	The phone number is missing.
<b>50001225</b>	<b>No</b>	Invalid email format
<b>50001300</b>	<b>No</b>	Wrong brand/payment method
<b>50001301</b>	<b>No</b>	Wrong account number format
<b>50001302</b>	<b>No</b>	RFP operation code is only permitted with scheduled payments.
<b>50001303</b>	<b>No</b>	RFP operation code not permitted for a Disputed payment
<b>50001304</b>	<b>No</b>	RFP operation code not permitted - Unpaid amounts
<b>55555555</b>	<b>No</b>	An error occurred.
<b>60000001</b>	<b>No</b>	account number unknown
<b>60000003</b>	<b>No</b>	not credited dd-mm-yy
<b>60000005</b>	<b>No</b>	name/number do not match
<b>60000007</b>	<b>No</b>	account number blocked
<b>60000008</b>	<b>No</b>	specific direct debit block
<b>60000009</b>	<b>No</b>	account number WKA
<b>60000010</b>	<b>No</b>	administrative reason
<b>60000011</b>	<b>No</b>	account number expired

<b>60000012</b>	<b>No</b>	no direct debit authorisation
<b>60000013</b>	<b>No</b>	debit not approved
<b>60000014</b>	<b>No</b>	double payment
<b>60000018</b>	<b>No</b>	name/address/city not entered
<b>60001001</b>	<b>No</b>	no original direct debit for revocation
<b>60001002</b>	<b>No</b>	payer's account number format error
<b>60001004</b>	<b>No</b>	payer's account at different bank
<b>60001005</b>	<b>No</b>	payee's account at different bank
<b>60001006</b>	<b>No</b>	payee's account number format error
<b>60001007</b>	<b>No</b>	payer's account number blocked
<b>60001008</b>	<b>No</b>	payer's account number expired
<b>60001009</b>	<b>No</b>	payee's account number expired
<b>60001010</b>	<b>No</b>	direct debit not possible
<b>60001011</b>	<b>No</b>	creditor payment not possible
<b>60001012</b>	<b>No</b>	payer's account number unknown WKA-number
<b>60001013</b>	<b>No</b>	payee's account number unknown WKA-number
<b>60001014</b>	<b>No</b>	WKA transaction not permitted
<b>60001015</b>	<b>No</b>	revocation period expired
<b>60001017</b>	<b>No</b>	incorrect revocation reason
<b>60001018</b>	<b>No</b>	original run number not numeric
<b>60001019</b>	<b>No</b>	payment ID incorrect
<b>60001020</b>	<b>No</b>	amount not numeric
<b>60001021</b>	<b>No</b>	zero amount not permitted
<b>60001022</b>	<b>No</b>	negative amount not permitted
<b>60001023</b>	<b>No</b>	payer and payee giro account number
<b>60001025</b>	<b>No</b>	processing code (verwerkingscode) incorrect
<b>60001028</b>	<b>No</b>	revocation not permitted
<b>60001029</b>	<b>No</b>	guaranteed direct debit on giro account number
<b>60001030</b>	<b>No</b>	NBC transaction type incorrect
<b>60001031</b>	<b>No</b>	description too long
<b>60001032</b>	<b>No</b>	book account number not issued
<b>60001034</b>	<b>No</b>	book account number incorrect
<b>60001035</b>	<b>No</b>	payer's account number not numeric
<b>60001036</b>	<b>No</b>	payer's account number not eleven-proof
<b>60001037</b>	<b>No</b>	payer's account number not issued
<b>60001039</b>	<b>No</b>	payer's account number of DNB/BGC/BLA
<b>60001040</b>	<b>No</b>	payee's account number not numeric
<b>60001041</b>	<b>No</b>	payee's account number not eleven-proof
<b>60001042</b>	<b>No</b>	payee's account number not issued
<b>60001044</b>	<b>No</b>	payee's account number unknown
<b>60001050</b>	<b>No</b>	payee's name missing
<b>60001051</b>	<b>No</b>	indicate payee's bank account number instead of 3102
<b>60001052</b>	<b>No</b>	no direct debit contract
<b>60001053</b>	<b>No</b>	amount beyond limits
<b>60001054</b>	<b>No</b>	selective direct debit block
<b>60001055</b>	<b>No</b>	original run number unknown
<b>60001057</b>	<b>No</b>	payer's name missing
<b>60001058</b>	<b>No</b>	payee's account number missing
<b>60001059</b>	<b>No</b>	restore not permitted

<b>60001060</b>	<b>No</b>	bank's reference (navraaggegevens) missing
<b>60001061</b>	<b>No</b>	BEC/GBK number incorrect
<b>60001062</b>	<b>No</b>	BEC/GBK code incorrect
<b>60001087</b>	<b>No</b>	book account number not numeric
<b>60001090</b>	<b>No</b>	cancelled on request
<b>60001091</b>	<b>No</b>	cancellation order executed
<b>60001092</b>	<b>No</b>	cancelled instead of ended
<b>60001093</b>	<b>No</b>	book account number is a shortened account number
<b>60001094</b>	<b>No</b>	instructing party and payer account numbers do not match
<b>60001095</b>	<b>No</b>	payee unknown GBK acceptor
<b>60001097</b>	<b>No</b>	instructing party and payee account numbers do not match
<b>60001099</b>	<b>No</b>	clearing not permitted
<b>60001101</b>	<b>No</b>	payer's account number has no spaces
<b>60001102</b>	<b>No</b>	PAN length not numeric
<b>60001103</b>	<b>No</b>	PAN length outside limits
<b>60001104</b>	<b>No</b>	track number not numeric
<b>60001105</b>	<b>No</b>	track number not valid
<b>60001106</b>	<b>No</b>	PAN sequence number not numeric
<b>60001107</b>	<b>No</b>	domestic PAN not numeric
<b>60001108</b>	<b>No</b>	domestic PAN not eleven-proof
<b>60001109</b>	<b>No</b>	domestic PAN not issued
<b>60001110</b>	<b>No</b>	foreign PAN not numeric
<b>60001111</b>	<b>No</b>	card validity date not numeric
<b>60001112</b>	<b>No</b>	book period number (boekperiodenr) not numeric
<b>60001113</b>	<b>No</b>	transaction number not numeric
<b>60001114</b>	<b>No</b>	transaction time not numeric
<b>60001115</b>	<b>No</b>	invalid transaction time
<b>60001116</b>	<b>No</b>	transaction date not numeric
<b>60001117</b>	<b>No</b>	invalid transaction date
<b>60001118</b>	<b>No</b>	STAN not numeric
<b>60001119</b>	<b>No</b>	instructing party's name missing
<b>60001120</b>	<b>No</b>	foreign amount (bedrag-vv) not numeric
<b>60001122</b>	<b>No</b>	rate (verrekenkoers) not numeric
<b>60001125</b>	<b>No</b>	number of decimals (aantaldecimalen) incorrect
<b>60001126</b>	<b>No</b>	tariff (tarifiering) not B/O/S
<b>60001127</b>	<b>No</b>	domestic costs (kostenbinnenland) not numeric
<b>60001128</b>	<b>No</b>	domestic costs (kostenbinnenland) not higher than zero
<b>60001129</b>	<b>No</b>	foreign costs (kostenbuitenland) not numeric
<b>60001130</b>	<b>No</b>	foreign costs (kostenbuitenland) not higher than zero
<b>60001131</b>	<b>No</b>	domestic costs (kostenbinnenland) not zero
<b>60001132</b>	<b>No</b>	foreign costs (kostenbuitenland) not zero
<b>60001134</b>	<b>No</b>	Euro record not completed
<b>60001135</b>	<b>No</b>	Customer currency incorrect
<b>60001136</b>	<b>No</b>	NLG amount not numeric
<b>60001137</b>	<b>No</b>	NLG amount not higher than zero
<b>60001138</b>	<b>No</b>	NLG amount not equal to Amount
<b>60001139</b>	<b>No</b>	NLG amount incorrectly converted
<b>60001140</b>	<b>No</b>	EUR amount not numeric
<b>60001141</b>	<b>No</b>	EUR amount not greater than zero

<b>60001142 No</b>	EUR amount not equal to Amount
<b>60001143 No</b>	EUR amount incorrectly converted
<b>60001144 No</b>	Customer currency not NLG
<b>60001145 No</b>	rate euro-vv (Koerseuro-vv) not numeric
<b>60001146 No</b>	comma rate euro-vv (Kommakoerseuro-vv) incorrect
<b>60001147 No</b>	invalid acceptgiro distributor
<b>60001148 No</b>	Original run number and/or BRN missing
<b>60001149 No</b>	Amount/Account number/ BRN different
<b>60001150 No</b>	Direct debit already revoked/restored
<b>60001151 No</b>	Direct debit already reversed/revoked/restored
<b>60001153 No</b>	Payer's account number not known

If the error message is not in this list, check the explanation in the payment "ticket" or in the additional text of the error message.

\* If retry equals "yes", it means that resending the transaction after receiving this error is allowed, and that it will probably result in a successful transaction. If retry equals "no", Ogone recommends not to resend the transaction, but to contact technical support through the usual channels.

### Formatted transaction file upload

The format of files containing payments to be processed is defined below.

Each record corresponds to a payment. Each field of a payment record is separated by a ";". A value can never contain a ";".

1	<b>Amount</b>	MAX. 15 digits	Obligatory	Payment amount multiplied by 100 for every currency. Can never contain a comma or dot to show decimals.
2	<b>Currency</b>	MAX. 3 digits	Obligatory	ISO code alpha (EUR, USD, CHF, GBP, JPY, ...)
3	<b>Card type</b>	MAX. 25 digits	Optional	Optional for credit cards. Obligatory for NL direct debits "DDEL" ("Master Card", "VISA", "American Express", "Diners Club", "Eurocard"... )
4	<b>Card number / Account</b>	MAX. 20 digits	Obligatory	numeric, no separators
5	<b>Expiry date (mm/yyyy)</b>	MAX. 7 digits	Obligatory	MM/AA - MMAA
6	<b>Merchant's reference</b>	MAX. 15 digits	Optional	
7	<b>Order description</b>	MAX. 100 digits	Optional	
8	<b>Client name</b>	MAX. 35 digits	Optional	
9	<b>PayID</b>	MAX. 12 digits	Optional	numeric. Unique system reference for an existing order
10	<b>Operation Code</b>	MAX. 3 digits	Optional	This field overwrites the same parameter given at the file level ("RES", "SAL", "DEL", "RFD", ...)

11	<b>Authorisation code</b>	MAX. 10 digits	Optional	Authorisation code of an order processed separately from the Ogone system
12	<b>Authorisation mode</b>	MAX. 3 digits	Optional	The way the authorisation code was received. ("TEL", ...)
13	<b>Authorisation date</b>	MAX. 17 digits	Optional	The date/time when the authorisation code was received. (MM/DD/YY HH:MM:SS)
14	<b>PSPID</b>	MAX. 15 digits	Optional	Merchant ID (only when connected as a Merchant Group user)
15	<b>Global order reference</b>	MAX. 15 digits	Optional	Global order reference (P-Cards) or Global Reference for several orders. Needed in order to request a maintenance operation on several orders. ( GlobOrderID )
16	—		empty	
17	<b>Alias</b>	MAX. 50 digits	Optional	Card identifier if stored in the system. (Alias Manager option)
18	—		empty	
19	—		empty	
20	—		empty	
21	—		empty	
22	<b>buyer's address</b>	MAX. 35 digits	Optional	
23	<b>Buyer's postcode</b>	MAX. 10 digits	Optional	
24	<b>Buyer's city</b>	MAX. 20 digits	Optional	
25	<b>Buyer's country</b>	MAX. 2 digits	Optional	ISO code alpha
26	<b>Buyer's phone number</b>	MAX. 20 digits	Optional	
27	<b>CVC</b>	MAX. 5 digits	Conditional	Card verification code (CVC, CVV2,...)
28	—		empty	
29	—		empty	
30	—		empty	
31	—		empty	
32	—		empty	
33	—		empty	
34	—		empty	



35	<b>ECI</b>	MAX. 1 digits	Optional	numeric. Electronic Commerce Indicator. 1 - MOTO 2 - Recurring 3 - Installment 7 - SSL - ecommerce
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### Uploaded file status

**Uploaded:** the file is sent but not yet validated. (step "SEND")

**Checked:** the file has been validated. (step "CHECK"),

**To be checked:** Validation waiting,

**To be loaded:** File waiting to be loaded into the Ogone process module.

**Being loaded:** File being loaded into the Ogone process module.

**Loaded:** File loaded into the Ogone process module, but all the payments have not yet been sent to the banks.

**Processed:** All the payments have been sent to the banks.