

# Return codes - Payline Front (02)

Return codes linked to the return of Payline processing.

Miscellaneous codes are related to an operation other than payment. For example: you can always know what the consumer is doing on the Payline payment page by calling the [getWebPaymentDetail](#) function. In the case where the consumer has not yet made a transaction, a code 02XXX informs you of the status of the transaction.

Code	ShortMessage	LongMessage
02000	ONHOLD_PARTNER	Transaction in progress, please wait for payment status.
02001	ERROR	Duplicate transaction
02002	ERROR	Duplicate pending transaction
02003	REFUSED	Issuer communication error. Transaction must be cancelled.
02004	CANCELLED	Issuer communication error. Transaction cancelled.
02005	ONHOLD_PARTNER	Transaction in progress, please wait for payment status.
02006	ONHOLD_PARTNER	Retry in progress, please wait for payment status.
02008	CANCELLED	Transaction canceled by user
02009	CANCELLED	To be reversed, Payline fallback process
02010	ERROR	Requested function not available
02011	ERROR	To be reversed in fallback mode
02012	ERROR	Unmatched partner return code
02013	ERROR	Issuer communication error. Transaction cancelled.
02014	CANCELLED	Transaction handled by merchant
02015	REFUSED	Transaction in progress, please wait for payment status.
02016	ONHOLD_PARTNER	Transaction hold on partner, please wait for payment method return
02020	REFUSED	Transaction refused by partner
02101	ERROR	System internal error (frontend)
02102	ERROR	Acquirer server communication error
02103	ERROR	Connection timeout, please try later
02104	ERROR	Tokenizer internal error
02105	ERROR	Capture sent for settlement before cancellation process
02106	ERROR	Payment partner error
02110	ERROR	The amount is invalid
02201	ERROR	The seeked encryption key does not exist
02202	ERROR	The used encryption key is out of date
02203	ERROR	Too many active key pair
02204	ERROR	Invalid merchantKeyName
02301	ERROR	Transaction ID is invalid.
02302	ERROR	Transaction is invalid.
02303	ERROR	Invalid contract number.
02304	ERROR	No transaction found for this token
02305	ERROR	Invalid field format
02306	INPROGRESS	The consumer has to fill his payment card details
02307	ERROR	Invalid custom page code

02308	ERROR	Invalid value for
02309	ERROR	CustomPaymentPageCode is inactive
02310	ERROR	No transaction matching with search criteria
02311	ERROR	Too many transactions match with search criteria
02312	ERROR	Search criteria are invalid
02313	CANCELLED	Transaction flag capturable is disabled
02314	ERROR	Transaction flag refundable is disabled
02315	ERROR	A merchant is already logged on with this company name. If there is a problem, contact Support
02316	ERROR	The commercial offer does not exist for this distributor. If there is a problem, contact Support
02317	ERROR	This token does not exist
02318	ERROR	This token does not exist
02319	CANCELLED	Transaction cancelled by user
02320	ERROR	The searched time interval is too long
02321	ERROR	Invalid value for payment action
02322	ERROR	Invalid cardholder name
02323	REFUSED	Birthdate must not be provided using 3DS
02324	CANCELLED	The session expired before the consumer has finished the transaction
02325	ERROR	Transaction must be unblocked before capture
02400	ACCEPTED	Mass Transaction Successfull
02401	ERROR	Some transaction failed
02402	ERROR	Waiting for treatment
02403	ERROR	No mass treatment found
02500	ACCEPTED	Operation Successfull
02501	ACCEPTED	Operation Successfull but wallet will expire
02502	ERROR	Wallet with the same identifier exist
02503	ERROR	Wallet does not exist
02504	REFUSED	Can not update Lastname and Firstname
02505	ERROR	Wallet is disabled
02506	REFUSED	Wallet can not operate on scheduled date
02507	ERROR	Can not find payment record
02508	REFUSED	Payment record is disabled
02509	REFUSED	payment.amount must equals recurring.firstAmount + (recurring.billingLeft - 1) * recurring.amount
02510	ERROR	Can not find payment record
02511	REFUSED	Wallet is not supported for this card
02512	REFUSED	Lastname and Firstname required for wallet
02513	ERROR	Wallet Id required for wallet
02514	ERROR	Private data number is limited to 99
02515	REFUSED	Must choose the data to update
02516	ERROR	Can not disable the wallet(s)
02517	REFUSED	Can not disable some wallet(s)
02518	ERROR	Invalid card index

02519	ERROR	Can not enable the wallet(s)
02520	REFUSED	Can not enable some wallet(s)
02521	ERROR	Card already exist in this wallet
02522	ERROR	Amex recurring invalid field
02523	REFUSED	Amex recurring not allowed
02524	ERROR	Amex one click invalid field
02525	REFUSED	Amex one click not allowed
02526	ERROR	Amex one click capture amount invalid
02527	ERROR	Invalid control option
02528	ERROR	SelectedContractList must be filled with only one contract
02529	ERROR	Informations must referenced the same contract
02530	REFUSED	eMoneo not allowed
02531	REFUSED	Leetchi not allowed
02532	REFUSED	Wallet management is not allowed with your account
02533	INPROGRESS	The consumer is not redirected on payment web pages
02534	REFUSED	The consumer is not redirected on payment web pages and session is expired
02535	REFUSED	The session expired before the operation on the wallet
02536	CANCELLED	Transaction cancelled by user
02538	ERROR	Fullfill either card.number or card.token (not both)
02539	ERROR	Expiration date is mandatory for this token format.
02540	ERROR	No card found for this token.
02541	ERROR	Card is not eligible
02542	ACCEPTED	Card expires before the last billing date.
02543	ERROR	billingRecord not found
02544	ERROR	Transaction mode must be REC
02545	ERROR	Transaction mode must be NX
02546	ERROR	billing status doesn't authorize the action.
02550	ERROR	Invalid expected endDate
02551	ERROR	newAmount and amountModificationDate are both present or both empty.
02552	ERROR	UpdatePaymentRecord must be used only for REC payments.
02553	ERROR	billingDay included in [01.28] for billingCycle greater than or equal to months.
02554	ERROR	billingleft must be greater or equal to billingleft already present in the database.
02555	ERROR	endDate, newAmount and amountModificationDate can only be used for recurring payments
02556	ERROR	Invalid Billing Record Id
02557	ERROR	Invalid expected amountModificationDate
02600	ERROR	Reset is not supported for transaction type
02601	ERROR	Reset already done
02602	ERROR	Authorization is already expired
02603	ERROR	Authorization is not resetable
02604	ERROR	This transaction does not exist
02605	ERROR	Invalid Functional Profile ID

02606	ERROR	Invalid Sequence ID
02607	ERROR	Invalid Monetic Profil ID
02608	ERROR	Invalid Monetic Param ID
02609	ERROR	Monetics parameters are not initialized
02610	REFUSED	The max amount is exceeded
02611	REFUSED	The min amount is not reached
02612	ERROR	The amount provided is different from the original transaction
02613	ERROR	The maximal sum of the capture/refund is exceeded
02614	ERROR	Invalid Luhn Key
02615	REFUSED	Virtual card denied
02616	REFUSED	Error while creating the wallet
02617	ERROR	The transaction is already captured
02618	REFUSED	The transaction is not yet captured
02619	ERROR	You don't have the reauthorization option
02620	ERROR	Currency must be the same as the original authorization
02621	REFUSED	Operation not allowed on this site
02622	REFUSED	Reauthorization not allowed on virtual card
02623	REFUSED	Maximum nbr of attempts reached
02624	REFUSED	Card expired
02625	ERROR	Invalid card number format
02626	ERROR	Invalid expiration date
02627	ERROR	Invalid cvv
02628	ERROR	Invalid return URL
02629	ERROR	Impossible to decode the virtual CVV
02630	ERROR	Virtual CVV is not allowed for this function
02631	REFUSED	Delay exceeded
02632	ERROR	Method GET is not allowed
02633	REFUSED	Lost or stolen card
02634	ERROR	Invalid credit option code
02635	ERROR	Invalid birthdate
02636	ERROR	Invalid cvv
02637	ERROR	Birthdate is missing
02638	ERROR	CVV is missing
02639	REFUSED	Birthdate or CVV is missing
02640	REFUSED	Credit refused by customer
02701	REFUSED	Amount not allowed
02702	REFUSED	Currency not allowed
02703	ERROR	Action not allowed
02712	ERROR	A valid private data with the key `voucherValue` is required.
02713	ERROR	The token field is invalid. Need to be alphanumeric (13-19)
02715	ERROR	Authentication3DSecure is mandatory

02716	REFUSED	SelectedContractList must be filled with only one contract per payment method
02717	ERROR	The version of the web service is incompatible with a multi-contracts wallet
02718	ERROR	SelectedContractList must be filled with at least one contract
02719	REFUSED	The type of contracts is incompatible with the type of card
02720	REFUSED	Delivery mode not found for this value
02721	REFUSED	Delivery time not found for this value
02724	ERROR	The amount must be empty for an information demand.
02725	ERROR	The contract.enrolment3DS value is invalid. Must be Y or N.
02726	ERROR	Either card.number or walletId must be fulfilled
02727	ERROR	Invalid walletCardInd
02728	REFUSED	Reset is not possible because the authorization has been approved more than {0} days ago
02729	REFUSED	Refund amount exceeds the limit
02730	REFUSED	Refund country is out of eurozone
02731	REFUSED	Refund period exceeds the limit
02732	REFUSED	Refund currency is only euro
02733	ERROR	Invalid field format : {0} : Cannot be empty.
02734	REFUSED	Credit amount exceeds the limit
02735	ERROR	BIC format is incorrect
02736	ERROR	IBAN format is incorrect
02737	ERROR	This bank is not authorized for credit transfer
02738	ERROR	This account is not authorized for credit transfer
02739	ERROR	This credit transfer is not allowed for security reasons
02740	REFUSED	Credit currency only euro
02741	ERROR	This order does not exist
02742	REFUSED	Inconsistent request : No complying contract
02840	ERROR	Contract number must be fulfilled
02841	ERROR	Too many contract number
02842	REFUSED	Contract not associated with card
02843	ERROR	differedActionDate must be empty if the payment mode is not DIF
02998	REFUSED	Transaction refused

## More details

Code	Comments
02101	When the PSP Payline is disturbed.
02102	When the PSP Payline cannot join the bank.
02103	When time connection is over 25 seconds.
02301	When transactionID not exist in PSP Payline.
02302	When capture isn't possible since the reautor capture period is passed.
02303	When contract number given in request not exist or not appropriate.
02304	Webpayment pages, the buyer not cancelled or exceed time (15 minutes).

02305	When parameter given in request are incorrectly formatted like date format for example.
02306	The result is given after getwebpaymentdetails.
02307	When custom Page Code given in request not exist in Payline.
02308	When Payment Mode given in request can't be used for the webservice.
02317	This token has never sent by Payline or session expired.
02318	In case of switch over in secondary site.
02319	In webpayment, the buyer click on the cancel Button.
02500	Message relate to wallet
02501	Message relate to wallet
02502	Message relate to wallet
02503	Message relate to wallet
02504	Message relate to wallet
02505	Message relate to wallet
02506	Message relate to wallet
02507	Message relate to wallet
02508	Message relate to wallet
02509	Message relate to wallet
02510	Message relate to wallet
02511	Message relate to wallet
02512	Message relate to wallet
02513	Message relate to wallet
02514	Message relate to wallet
02514	Message relate to wallet
02515	Message relate to wallet
02516	Message relate to wallet
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02529	Message relate to wallet
02530	Message relate to wallet
02531	Message relate to wallet
02532	Message relate to wallet

02533	Message relate to wallet
02534	Message relate to wallet
02535	Message relate to wallet
02600	Message relate to reauthorization function
02601	Message relate to reauthorization function
02602	Message relate to reauthorization function
02603	Message relate to reauthorization function
02604	Message relate to reauthorization function
02615	Message relate to reauthorization function
02616	Message relate to reauthorization function
02617	Message relate to reauthorization function
02618	Message relate to reauthorization function
02619	Message relate to reauthorization function
02620	Message relate to reauthorization function
02621	Message relate to reauthorization function
02622	Message relate to reauthorization function
02623	Message relate to reauthorization function
02624	Message relate to reauthorization function
02625	Message relate to reauthorization function
02626	Message relate to reauthorization function
02627	Message relate to reauthorization function
02628	Message relate to reauthorization function
02629	Message relate to reauthorization function
02630	Message relate to reauthorization function
02631	Message relate to reauthorization function
02632	Message relate to reauthorization function
02724	Message relate to wallet
02726	Message relate to wallet
02727	Message relate to wallet
02728	Message relate to reauthorization function

#### **Additional information**

**02008** : The payment cancellation from the buyer will return that code for widget integration instead of 02324 (V4.58).