

The PayTrace API will always return a response when it receives a request. The response will either contain one or more Error messages or a Response value with zero or more miscellaneous values depending on the requested method. In the event that PayTrace's system is not available or your network connection is offline, a response containing any case of "COMM ERROR" or "COMMERROR" indicates that the request was not processed due to a connectivity issue.

Please note that responses and errors may change periodically, so it is important to review this document for updates

Below are the response codes, text values, and scenarios where the response would apply.

The format for response code 100 is as follows:

RESPONSE - 100. Your password was successfully updated.

Response Code	Text Value	Reason
100	Your password was successfully updated.	Returned when a request to UpdatePassword is successfully processed.
101	Your transaction was successfully approved.	Returned when a request to process a sale or authorization transaction generates an approved transaction.
102	Your transaction was not approved.	Returned when a request to process a sale or authorization transaction does not generate an approved transaction.
103	Your transaction was successfully approved. However, it was voided because your address and/or CSC did not match.	Returned when a request to process a sale or authorization transaction generates an approved transaction whose AVS and or CSC response falls below the auto-void specification in your security settings.
104	Your TEST transaction was successfully approved. HOWEVER, A LIVE APPROVAL WAS NOT OBTAINED.	Returned when a request to process a TEST sale or authorization transaction generates an approved transaction.
105	Your TEST transaction was not approved.	Returned when a request to process a TEST sale or authorization transaction does not generate an approved transaction.
106	Your transaction was successfully refunded.	Returned when a request to process a refund generates an completed transaction.
107	Your transaction was not successfully refunded.	Returned when a request to process a refund does not generate a completed transaction.
108	Your TEST transaction was successfully refunded HOWEVER, NO FUNDS WILL BE REFUNDED.	Returned when a request to process a TEST refund transaction generates a completed transaction.
109	Your transaction was successfully voided.	Returned when a request to void a transaction generates a voided transaction.
110	Your transaction was not successfully voided.	Returned when a request to void a transaction does not generate a voided transaction.
111	Your TEST transaction was successfully voided. HOWEVER, NO TRANSACTION WAS ACTUALLY VOIDED.	Returned when a request to process a TEST void generates a completed void.
112	Your transaction was successfully captured.	Returned when a request to capture a transaction generates a captured transaction.
113	Your transaction was not successfully captured.	Returned when a request to capture a transaction does not generate a captured transaction.
114	Your TEST transaction was successfully captured. HOWEVER, NO TRANSACTION WAS ACTUALLY CAPTURED.	Returned when a request to process a TEST capture generates a completed capture.
115	Your transaction was successfully forced.	Returned when a request to force a transaction generates a forced transaction.
116	Your transaction was not successfully forced.	Returned when a request to force a transaction does not generate a forced transaction.
117	Your TEST transaction was successfully forced. HOWEVER, NO TRANSACTION WAS ACTUALLY FORCED.	Returned when a request to process a TEST force generates a completed forced transaction.
118	Your transaction was successfully stored.	Returned when a request to process a Store & Forward generates a stored transaction.
120	Your check was successfully processed.	Returned when a request to process a sale or hold check is successful.
121	Your TEST check was successfully processed. HOWEVER, FUNDS WILL NOT BE TRANSFERRED.	Returned when a request to process a TEST sale or hold check is successful.
122	Your check was successfully refunded.	Returned when a request to refund a check is successful.
123	Your TEST check was successfully refunded. HOWEVER, NO FUNDS WILL BE TRANSFERRED.	Returned when a request to process a TEST refund check is successful.
124	Your check was successfully managed.	Returned when a request to manage a check is successfully processed.
125	Your check was NOT successfully processed.	Returned when a request to process a check is not successfully processed. The response is generally only returned when the check is processed through a real-time processor
149	The receipt for transaction ID ##### was successfully emailed to email address.	Returned when a request to email a receipt is successfully processed.
150	The recurring transaction was successfully created.	Returned when a request to create a recurring payment is successfully processed.
151	The recurring transaction was successfully updated.	Returned when a request to update a recurring payment is successfully processed.
152	The recurring transaction was successfully deleted.	Returned when a request to delete a recurring payment is successfully processed.
155	This customer's most recent recurring transaction took place on DD/MM/YYYY.	Returned when a request to export a customer's recurring payment is successfully processed.
160	The customer profile for customer ID/customer Name was successfully created.	Returned when a request to create a customer profile is successfully processed.

Response Code	Text Value	Reason
161	The customer profile for customer ID/customer Name was successfully updated.	Returned when a request to update a customer profile is successfully processed.
162	The customer profile for customer ID/customer Name was successfully deleted.	Returned when a request to delete a customer profile is successfully processed.
170	Visa level 3 was successfully added to Transaction ID #####. ### line items were created.	Returned when a request to add level 3 data is successful for a Visa transaction.
171	MasterCard level 3 was successfully added to Transaction ID #####. ### line items were created.	Returned when a request to add level 3 data is successful for a MasterCard transaction.
175	The batch was successfully initiated, and the batch report will be sent to: email@address.com, email2@address.com in just a few moments.	Returned when a request to settle transactions is successful. The response will also include the Batch Number, Transaction Count, and Net Amount.
180	The transaction amount was successfully adjusted.	Returned when a request to adjust a transaction amount is successfully processed.

Below are the error codes, text values, and scenarios where the error would apply. Please note that any error whose code starts with "9102-" is a system generated error whose text value will be dynamic.

The format for error code 35 is as follows:

ERROR~35. Please provide a valid Credit Card Number.

The format for a system generated error (9102-) is as follows:

ERROR~9102-10. System generated error description.

Error Code	Text Value	Reason
30	Customer ID, xxxxx, was not found or is incomplete.	A customer ID is required when processing a request that references a stored customer.
35	Please provide a valid Credit Card Number.	All card numbers sent to PayTrace must pass the Mod 10 check.
36	Customer ID, xxxxxx, does not have a valid billing address.	If your account requires a billing address to process a transaction, PayTrace will check the referenced customer's profile.
37	Customer ID, xxxxxx, does not have a valid billing ZIP.	If your account requires a billing ZIP to process a transaction, PayTrace will check the referenced customer's profile.
39	Your PayTrace account is not set up to accept this card type.	All card types are validating before being saved or used. By default, all accounts are able to process Visa, MasterCard, and Diner's Club cards. Accounts must be set up to accept American Express, Discover, and JCB cards in order for PayTrace to accept them.
40	An error occurred during the decryption process.	PayTrace supports encrypted card readers. This error is returned if an error occurs during the decryption process.
43	Please provide a valid Expiration Month.	All transactions and customer profiles must have a 2 digit expiration month.
44	Please provide a valid Expiration Year.	All transactions and customer profiles must have a 2 digit expiration year.
45	Please provide a valid Checking Account Number.	Required if creating a customer with out a card number or processing a check transaction.
46	Please provide a valid Transit Routing Number.	Required if creating a customer with out a card number or processing a check transaction.
47	Please provide an Amount that is less than your Sale Ceiling Amount.	All sales, authorizations, and forced sales must have a valid numeric amount that is less than your sale ceiling amount.
48	Please provide an Amount that is less than your Refund Ceiling Amount.	All refunds must have a valid numeric amount that is less than your refund ceiling amount.
51	Please provide a valid Amount.	All transactions must have a valid numeric amount.
54	Cash Advances may only be processed as Sales.	Cash Advances must be processed as Sale transaction types. Only applies if ProcessTranx request includes CASHADVANCE~Y parameter.
55	Cash Advances may only be processed through accounts set up in the TSYS/Vital network.	Cash Advances may only be processed if your merchant account is set up on the TSYS network. Only applies if ProcessTranx request includes CASHADVANCE~Y parameter.
56	Cash Advances may not be processed to stored customers.	Cash advance transactions must be processed as face to face transactions.
57	Your PayTrace account is not set up to process Cash Advances.	In order to process Cash Advances, your PayTrace account must be configured to accept this type of payment.
58	Please provide a valid Transaction ID.	Void, capture, add level 3 data, and email receipt requests require a transaction ID that references a transaction in PayTrace's system.
59	Please provide a valid Check ID.	Manage Check and email receipt requests require a check ID that references a check in PayTrace's system.
61	The Customer ID that you provided was not found in the PayTrace records.	If a transaction is to be referenced to a stored customer profile, a valid customer ID must be provided.
62	Please provide a valid Photo ID.	Cash Advance requests require a photo ID to be provided.
63	Please provide a valid ID Expiration.	Cash Advance requests require an ID expiration date to be provided.
64	Please provide a valid Last 4 of Card.	Cash Advance requests require the last 4 digits of the card number to be provided.
65	Cash Advances may only be processed on Visa, MasterCard, and Discover cards.	Cash Advance transactions are only permitted on Visa, MasterCard, and Discover cards.
80	The Check ID that you provided was not found in the PayTrace records. It may already be voided or settled.	Only pending and held checks may be managed.
81	The Transaction ID that you provided was not found in the PayTrace records. It may be a voided a transaction or an unsettled transaction.	Only settled transactions sales may be refunded with a transaction ID.

Error Code	Text Value	Reason
82	Please provide a valid Batch Number.	If a batch number is present in an ExportBatch request, it must be a numeric value between 1 and 999
83	This is not an approved transaction so it can not be captured.	Only approved authorizations may be captured.
84	This transactions approval code has expired as it was obtained more than 20 days ago.	Transactions must be captured within 20 days of authorization.
85	The Transaction ID that you provided was not found in the PayTrace records. It may already be captured or settled.	Only approved authorizations that are currently not pending settlement may be captured.
86	The Transaction ID that you provided was not found in the PayTrace records. It may already be voided, settled, or an uncaptured authorization.	Only approved sales, authorizations, and refunds that have not been settlement may be voided. So, a declined sale, or a settled sale or refund may not be voided.
87	The Transaction ID that you provided was not found in the PayTrace records, and the receipt could not be emailed.	Only receipts with valid transaction IDs may be emailed.
88	The Transaction ID that you provided was not found in the PayTrace records, and level 3 data could not be added to the Visa transaction.	Only Visa sales that are currently pending settlement may have level 3 data added to them.
89	The Transaction ID that you provided was not found in the PayTrace records, and level 3 data could not be added to the MasterCard transaction.	Only MasterCard sales that are currently pending settlement may have level 3 data added to them.
90	The Transaction ID that you provided was not found in the PayTrace records, and the amount was not updated.	Only merchants using TSYS/Vital may update transaction amounts on non-Cash Advance transactions. Sales must be approved and pending settlement, refunds must be pending settlement, authorizations must be approved and unsettled, and forced sales must be pending settlement in order for their amounts to be updated to an amount less than or equal to the original transaction amount.
110	Please provide a valid value for <Discretionary Title>.	Discretionary Data values must match the criteria that's specified in the Virtual Terminal. "<Discretionary Title>" in the response message is replaced with the actual title of the discretionary data element that needs an appropriate value.
114	Please provide a valid Store & Forward Date.	Store & Forward transactions may be submitted with optional scheduled processing dates.
115	Please provide a valid Approval Code.	Forced sales must be processed with valid approval codes.
116	Please provide a valid Transaction Type.	Only valid transaction types are accepted, and all requests to ProcessTranx require a transaction type.
117	Please provide a valid Billing Name.	Optional field for transactions and customers must have correct format.
118	Please provide a valid Billing Address.	Optional field for transactions and customers must have correct format. May be required if configured in your security settings.
119	Please provide a valid Billing Address 2.	Optional field for transactions and customers must have correct format.
120	Please provide a valid Billing City.	Optional field for transactions and customers must have correct format.
121	Please provide a valid Billing State.	Optional field for transactions and customers must have correct format.
122	Please provide a valid Billing Zip Code.	Optional field for transactions and customers must have correct format. May be required if configured in your security settings.
123	Please provide a valid Billing Country.	Optional field for transactions and customers must have correct format.
124	Please provide a valid Shipping Name.	Optional field for transactions and customers must have correct format.
125	Please provide a valid Shipping Address.	Optional field for transactions and customers must have correct format.
126	Please provide a valid Shipping Address 2.	Optional field for transactions and customers must have correct format.
127	Please provide a valid Shipping City.	Optional field for transactions and customers must have correct format.
128	Please provide a valid Shipping County.	Optional field for transactions and customers must have correct format.
129	Please provide a valid Shipping State.	Optional field for transactions and customers must have correct format.
130	Please provide a valid Shipping Zip Code.	Optional field for transactions and customers must have correct format.
131	Please provide a valid Shipping Country	Optional field for transactions and customers must have correct format.
132	Please provide a valid Phone Number.	Optional field for transactions and customers must have correct format.
133	Please provide a valid Source State.	Required for calculate shipping requests.
134	Please provide a valid Source Zip Code.	Required for calculate shipping requests.
135	Please provide a valid list of Shippers.	Required for calculate shipping requests.
136	Please provide a valid Weight.	Required for calculate shipping requests.
137	Please provide a valid Fax Number.	Optional field for transactions and customers must have correct format.
139	Please make sure the Shipping State and Shipping Zip are accurate.	Returned if errors are returned from shipping provider(s) during calculate shipping request.
140	...	Dynamic error(s) returned from shipping provider(s) may be returned from CalculateShipping requests.
141	Please provide a valid Email Address.	Optional field for transactions and customers must have correct format. Required to email a receipt.
148	Please provide a valid CSC.	Optional field for transactions and must have correct format. May be required if configured in your security settings.
149	Please provide a valid Invoice Number.	Optional field for transactions and must have correct format.
150	Please provide a valid Description.	Optional field for transactions and must have correct format.
151	Please provide a valid Tax Amount.	Optional field for transactions and must have correct format.
152	Please provide a valid Customer Reference.	Optional field for transactions and must have correct format.
153	This customer profile does not have an email address to send the receipt.	A customer profile must have an email address in order for recurring receipts to be emailed to the customer.
160	Please provide a valid Frequency.	A frequency is required to create a recurring payment.
161	Please provide a valid Transaction Count.	A transaction count is required to create a recurring payment.
162	Please provide a valid Start Date.	A start date is required to create a recurring payment.
163	Please provide a valid Next Date.	A next date is required to create a recurring payment.

Error Code	Text Value	Reason
164	Please provide a valid Repeat value.	An optional repeat value may be sent for recurring payments.
165	Please provide a valid Recurring Payment ID.	A recurring payment ID is required to update a recurring payment.
169	No recurring payments were found with this criteria.	Export recurring payments request returned no results.
170	No approved transactions were found for this customer.	Export recurring payment request returned no results.
171	Please provide a unique customer ID.	Each request to create a customer must contain a unique customer ID.
172	Please provide a Customer Password that is greater than 6 characters and less than 255 characters.	If you have access to the PayTrace shopping cart, you must provide a password when creating a customer.
175	Please provide a valid Start Date.	Start date for exporting transaction reports.
176	Please provide a valid End Date.	End date for exporting transaction reports.
177	Please provide a date range.	The end date must be past/greater than the start date.
178	Please provide a valid User.	User account for exporting transaction reports.
180	No transactions were found with these criteria.	Export transactions request returned no results.
185	No customers were found with these criteria.	Export customers request returned no results.
190	Please provide a valid National Tax Amount.	Optional field for level 3 data and must have correct format.
191	Please provide a valid Merchant Tax ID.	Optional field for level 3 data and must have correct format.
192	Please provide a valid Customer Tax ID.	Optional field for level 3 data and must have correct format.
193	Please provide a valid Commodity Code.	Optional field for level 3 data and must have correct format.
194	Please provide a valid Discount Amount.	Optional field for level 3 data and must have correct format.
195	Please provide a valid Freight Amount.	Optional field for level 3 data and must have correct format.
196	Please provide a valid Duty Amount.	Optional field for level 3 data and must have correct format.
197	Please provide a valid Additional Tax Amount.	Optional field for level 3 data and must have correct format.
198	Please provide a valid Additional Tax Rate.	Optional field for level 3 data and must have correct format.
199	Please provide a valid Additional Tax Indicator.	Optional field for level 3 data and must have correct format.
200	Please provide a valid Line Item record.	Required field for level 3 data and must have correct format.
201	Please provide a valid Line Item Commodity Code.	Optional field for level 3 data and must have correct format.
202	Please provide a valid Line Item Description.	Optional field for level 3 data and must have correct format.
203	Please provide a valid Line Item Product ID.	Optional field for level 3 data and must have correct format.
204	Please provide a valid Line Item Quantity.	Optional field for level 3 data and must have correct format.
205	Please provide a valid Line Item Measure.	Optional field for level 3 data and must have correct format.
206	Please provide a valid Line Item Unit Cost.	Optional field for level 3 data and must have correct format.
207	Please provide a valid Line Item Additional Tax Amount.	Optional field for level 3 data and must have correct format.
208	Please provide a valid Line Item Additional Tax Rate.	Optional field for level 3 data and must have correct format.
209	Please provide a valid Line Item Discount.	Optional field for level 3 data and must have correct format.
210	Please provide a valid Line Item Amount.	Optional field for level 3 data and must have correct format.
211	Please provide a valid Line Item Additional Tax Indicator.	Optional field for level 3 data and must have correct format.
212	Please provide a valid Line Item Discount Rate.	Optional field for level 3 data and must have correct format.
213	Please provide a valid Line Item Discount Indicator.	Optional field for level 3 data and must have correct format.
214	Please provide a valid Line Item Net Gross Indicator.	Optional field for level 3 data and must have correct format.
215	Please provide a valid Line Item Debit Credit Indicator.	Optional field for level 3 data and must have correct format.
230	Batch was not initiated as no transactions are pending settlement.	Returned if request to SettleTranx is sent when no transactions may be settled.
231	Batch was not initiated as another batch is in progress or pending.	Returned if request to SettleTranx is sent when another batch is being settled or the last batch is pending any settlement problems.
700	This transaction was not approved because the authorization network was not available. Please retry this transaction again.	If a response is not returned to PayTrace from the issuing bank within 30 seconds, then a response is returned through the API advising of the authorization network being unavailable.
710	<i>Dynamic response from the processing network</i>	If a void request is unsuccessfully processed by the processing network, this error response will contain the message returned from the processor.
711	<i>Dynamic response from the processing network</i>	If a capture request is unsuccessfully processed by the processing network, this error response will contain the message returned from the processor.
712	<i>Dynamic response from the processing network</i>	If a refund request is unsuccessfully processed by the processing network, this error response will contain the message returned from the processor.
713	<i>Dynamic response from the processing network</i>	If a forced sale request is unsuccessfully processed by the processing network, this error response will contain the message returned from the processor.
740	PayTrace is unable to process this check as the check processor information is incomplete or the network returned an error.	In the event that you receive this error message, please contact PayTrace Support to determine if some of the check processor information on your account is incomplete.
750	PayTrace does not support this transaction type for this check processor.	Specific check processors only support certain transaction types. For example, GET1 only supports sale and some instances of void requests. If a request is sent w/ a transaction type that is not supported by the check processor enabled on the PayTrace account, this error is returned.

Error Code	Text Value	Reason
777	PayTrace blocked this transaction because it is a duplicate, and it may be reprocessed in ### minute(s).	PayTrace checks for duplicate transactions with the same amount, card number, user name, and IP address. If a duplicate response is returned, it will also contain the TRANSACTIONID, APPCODE, WHEN, AVSRESPONSE, and CSCRESPONSE information from the original transaction. For example, "ERROR-777. PayTrace blocked this transaction because it is a duplicate, and it may be reprocessed in 999 minute(s). TRANSACTIONID-165159 APPCODE-02307B WHEN-11/11/2007 12:12:00 AM AVSRESPONSE-Full Exact Match CSCRESPONSE-Match "
778	PayTrace blocked this transaction because it exceeded the specified velocity filter.	PayTrace compares requests to process new transactions against specified velocity filters when velocity filters are established on specific PayTrace accounts. For more information about velocity filters, contact PayTrace Support.
867	Please provide valid new passwords.	Passwords must be provided when processing a request to change your password.
869	Please provide new passwords that are unique to your previous 4 passwords.	New passwords must be unique to your 4 previous passwords.
880	This customer is schedule for recurring payment #xxxxx and may not be deleted	Customers with pending recurring payments may not be deleted.
900	Please indicate that you agree with PayTrace's terms and conditions.	The TERMS parameter must be set to Y.
950	Unreferenced refunds are not permitted for Optima Payments accounts.	This error only applies to merchants using Optimal Payments. Optimal Payments does not accept refunds to be processed with out referencing the previously processed transaction's ID
951	Forced Sales are not permitted for Optimal Payments accounts.	This error only applies to merchants using Optimal Payments. Optimal Payments does not accept forced sales to be processed.
952	Swiped/card present transactions are not permitted for Optimal Payments accounts.	This error only applies to merchants using Optimal Payments. Optimal Payments does not accept card present transactions.
973	The processor information for xxxxxx is incomplete.	An incomplete PayTrace account is not able to process requests.
974	Your PayTrace account is not set up to use the PayTrace API.	Your account must have access to the API in order to process through it.
975	Your PayTrace account is not set up to process recurring transactions.	Your account must have access to the recurring payments module in order to process recurring payments.
976	Your account is only set up to process Cash Advances and Voids.	Cash advance accounts may only process cash advances, voids, email receipt, export transactions, and update password requests.
978	Your account is not set up to process checks.	Checks may only be processed by accounts that are set up to process check transactions. Please contact PayTrace or your reseller for more information.
979	Password is expired. Please log into virtual terminal to reset password.	Passwords must be changed at least once every 60 days. Reminders are emailed 14, 7, 1, and 0 days before the password expires.
980	Log in failed for insufficient permissions.	The user account must have permission/access to process an authorization.
981	Log in failed for insufficient permissions.	The user account must have permission/access to process a refund.
982	Log in failed for insufficient permissions.	The user account must have permission/access to process a void.
983	Log in failed for insufficient permissions.	The user account must have permission/access to process a capture.
984	Log in failed for insufficient permissions.	The user account must have permission/access to process a forced sale.
985	Log in failed for insufficient permissions.	The user account must have permission/access to create, update, or delete customers.
986	Log in failed for insufficient permissions.	The user account must have permission/access to create, update, or export a recurring payment.
Error Code	Text Value	Reason
987	Please provide a valid method or request to process.	Only valid methods are accepted for processing through the API.
988	Log in failed.	An unsuccessful log in attempt occurred because of an IP rule conflict.
989	Log in failed for insufficient permissions.	The user account must have permission/access to export transactions.
990	Please provide a properly formatted parameter string.	Generally a " " /pipe is missing from the request.
991	Log in failed.	An unsuccessful log in attempt occurred because the account is disabled.
992	Please ensure you have exactly one '-' between each of the name and value pairs in the parameter string.	A "-" /tilde is missing from the request.
993	xxxxxx is not a valid parameter name.	An invalid parameter was included in the request.
994	Please provide a valid user name.	A valid user name is required for all requests.
995	Please provide a valid password.	A valid password is required for all requests.
998	Log in failed.	An unsuccessful log in attempt occurred. 4 consecutive unsuccessful log in attempts will disabled a user account.
999	Log in failed for insufficient permissions.	The user account must have permission/access to process a sale.