FreedomPay
Error Codes

GUIDE

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FREEDOM.PAY

NEXT LEVEL COMMERCE

Document Version History

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Contents

1.0 FreeWay Error Codes

When coding an application, your logic should always be based off the FreeWay Decision Field, not the Error Code.

The list of Error Codes provided below is given to provide additional information about Declined, Failed, or Errored transactions.

Code	Class	Description	Recommended Action	Other Notes
100	General	Approved		
101	General	One or more required fields missing from the request	Consult the missingFields entry in the reply	
102	General	One or more fields in the request contain invalid data	Consult the invalidFields entry in the reply	
103	General	An invalid combination of services was requested		
104	General	Duplicate transaction		
111	EFV	One or more fields contains invalid data		
112	EFV	One or more required fields missing		
149	General	Issue occurred processing request; unknown error	Contact FreedomPay immediately	
150	General	Issue occurred processing request; application error	A fatal error occurred while processing the request. Do not retry the transaction; contact FreedomPay immediately.	
155	General	Internal communication failure	Try again	
151	General	An internal timeout occurred while processing the request	Try again	
152	General	An internal error occurred while communicating with the card processor	Contact FreedomPay immediately	
153	General	Unable to communicate with card processor	Try again	
154	General	Invalid card processor configuration	Contact FreedomPay immediately	

161	General	Invalid Business Date / Business Date earlier than the most recent date		
162	General	Business Date is earlier than the most recent date		
201	Payment	Call issuing bank for authorization		
202	Payment	Expired card (or mismatched expiry date provided)	Obtain an updated card	
203	Payment	Declined by issuing bank – unspecified reason		
204	Payment	Insufficient funds		Some issuers return this for over-limit credit cards
205	Payment	Lost or stolen card		
206	Payment	Stolen card		
207	Payment	Issuing bank unavailable to authorize request		
208	Payment	The card is not active or not eligible for this type of transaction		
209	Payment	Incorrect PIN		Some issuers return this if the number of failed PIN attempts is exceeded
210	Payment	Card over limit		
211	Payment	Incorrect card verification number (CVC/CVV2/CID)		
212	Payment	Invalid PIN Data		
213	Payment	Card not valid at this location		
214	Payment	Invalid Track Data		
215	Payment	Invalid amount (gift cards only)		For cashout, may indicate that the balance is too high to be cashed out. For other transactions, may indicate that the requested amount is not allowed.
216	Payment	Revert to contact		Issuer requests that the customer insert their card (and not tap)
220	Payment	Issuing bank rejected the transaction due to generic account problem		

221	Payment	Suspected fraud		
222	Payment	Account is frozen		
229	Payment	Merchant Configuration error	Contact FreedomPay immediately	
231	Payment	Invalid account number		
232	Payment	Card Type not enabled for merchant	Contact FreedomPay immediately	
233	Payment	Processor rejected the transaction due to an issue with the request		
234	Payment	Invalid merchant credentials	Contact FreedomPay immediately	
235	Payment	Return amount exceeds the amount of original authorization		Currently applicable to stored value cards only
236	Payment	Processor reported an error while attempting to process the request	Try again	
237	Payment	Processor reported an error while attempting to process the request	Contact FreedomPay immediately	
238	Payment	The authorization has already been captured		
239	Payment	The capture amount was for more than the authorization amount		Capture amount > Authorization amount is not necessarily an error. This is returned when it is.
241	Payment	Invalid Request ID		
242	Payment	No un-captured authorization record was found		
243	Payment	The transaction is already settled		
245	Payment	The transaction contains both card data and an orderRequestID, but the card data does not match that from the original transaction		
246	Payment	The transaction cannot be voided		
247	Payment	The transaction has already been voided		
248	Payment	The authorization for this transaction is no longer valid		

249	Payment	Unable to reverse off authorization	No action Required	The transaction has been removed from the batch (so it won't settle)
250	Payment	A timeout occurred while waiting for a response from the processor	Try again	
251	Payment	Processor or issuing bank does not support this transaction		
252	Payment	The processor is not available	Try again	
253	Payment	Merchant is not allowed to perform this transaction		
254	Payment	Process rejected transaction, invalid data		
261	eMSR Hardware	Track Data decryption error	Contact FreedomPay immediately	
262	eMSR Hardware	Device Not Supported	Contact FreedomPay immediately	
263	eMSR Hardware	Encryption Mode Not Supported	Contact FreedomPay immediately	
264	eMSR Hardware	Key set not registered	Contact FreedomPay immediately	
265	eMSR Hardware	Internal error while decrypting	Contact FreedomPay immediately	
266	eMSR Hardware	P2PE encryption required	Contact FreedomPay immediately	
271	MicroFrame	Invalid or inactive moniker		
281	Payment	Private Label account bankrupt		
282	Payment	Private Label account closed		
284	Payment	Private Label card is revoked		
285	Payment	Private Label card is charged off		
286	Payment	Unbalanced tax details (private label only)		
287	Payment	AVS/CVN Validation code not whitelisted		
288	Payment	Rejected due to fraud checking		
300	Promo / Terms	An error occurred in communicating with the Promotion Engine	Try again	
301	Promo / Terms	The submitted transaction contains more than one promotion, but the		

		remote system supports only one promotion code per transaction		
302	Promo / Terms	The invoice would have zero value		
310	Promo / Terms	Requested promotion(s) failed validation.	Check requirements for the promotion	
311	Promo / Terms	The available window for this promotion has expired		
312	Promo / Terms	This card is not eligible for this promotion	Check requirements for the promotion	
313	Promo / Terms	This merchant is not eligible for this promotion	Check requirements for the promotion	
314	Promo / Terms	The promotion is not valid at this time	Check requirements for the promotion	
315	Promo / Terms	The scenario code specified for this promotion was not valid	Check requirements for the promotion	
316	Promo / Terms	The merchant has not opted-in for the promotion	Check requirements for the promotion	
317	Promo / Terms	The promotion engine found different available promotions than the one specified		Returned only for lookups
320	Promo / Terms	The merchant is not correctly configured for discounts (Program not found)		Indicates a configuration error in Freeway
322	Promo / Terms	This card is not eligible for any terms promotions		
323	Promo / Terms	This merchant is not registered for this program		
324	Promo / Terms	The entered promotion was not found		(Validates only)
330	Promo / Terms	The invoice did not satisfy the rules of the promotion requested		
335	Promo / Terms	The qualifying subtotal is not within the purchase amount bounds of this promotion		
336	Promo / Terms	The qualifying quantity is not within the amount bounds of this promotion		
337	Promo / Terms	The eligible subtotal is not within the purchase amount bounds of this promotion		

338	Promo / Terms	The qualifying subtotal is not within the percentage purchase amount bounds of this promotion		
339	Promo / Terms	The invoice amount is not within the purchase amount bounds of this promotion		
340	Promo / Terms	No products on the invoice qualify for the promotion requested		
341	Promo / Terms	The product does not qualify for the promotion requested		
342	Promo / Terms	The product does not qualify for the promotion requested		
343	Promo / Terms	The product does not qualify for the promotion requested		
344	Promo / Terms	The sale code did not apply for the promotion requested		
345	Promo / Terms	The unit price submitted was either too high or too low for the promotion requested		
346	Promo	The quantity submitted was either too high or too low for the promotion requested		
347	Promo	The subtotal submitted was either too high or too low for the promotion requested		
348	Promo	The non-qualifying items exceeded the threshold amount allowed by this promotion		
401	Tokens	Error retrieving payment information from Token service	Try again later	Also used for mobile payments
402	Tokens	Expired token (mobile only)		
408	Tokens	Disabled token (mobile only)		
410	Tokens	Token over limit (mobile only)		
431	Tokens	Invalid token		
451	Tokens	Unsupported request		
491	Tokens	Type of card backed by token does not		
701	DCC	Successful retrieval of DCC Information Card is eligible	Ask if customer wants to use DCC rates	
702	DCC	Card is not eligible for DCC		
703	DCC	Invalid DCC Credentials	Contact FreedomPay immediately	

2.0 Freeway Commence Connect (FCC) Error Codes

These are error messages that are specific to the FCC and will generally be displayed in the event that the FCC is unable to communicate with FreeWay or if there is an issue between the FCC Server Service and the FCC Client Service. In some cases, the error may be displayed if the transaction fails or is cancelled.

Code	Message	Description
3000	Timeout Reversal	Indicates that a request was made to Freeway which timed out. A Timeout reversal request was sent to Freeway which voided the transaction. Not entered in the System Event Log.
3001	Freeway Connection Error (Timeout Reversal Failure)	Indicates that a request was made to Freeway which timed out. A Timeout Reversal Request was then sent to Freeway which also timed out. The most likely explanation for this error is some sort of network failure. It is likely, but not certain, that the original request never got to Freeway. Entered on the System Event Log.
3002	No Workstation ID Specified	FCC Server received a request from POS which requires a card-present transaction but there was no workstation id. Almost certainly due to a misconfiguration of the POS sytem. Entered on the System Event Log.
3003	Workstation ID Unknown	FCC Server received a request to be sent to a Workstation that which it does not know about. This implies that the POS system can communicate with the workstation but FCC Server cannot. It might possibly indicate an error in FCC Client. Its status and its logs should be examined. Entered on the System Event Log.

3004	Unsupported Opera Message	Opera-specific. FCC Server received an Opera Message (or message mode) that it does not support. FCC Server does not support most Opera Messages and some modes of those it does support. This either means that Opera has been misconfigured or that we have encountered a use case which was not anticipated. Entered on the System Event Log.
3005	MerchantReferenceCode, Transaction or Request ID Not Found	The MerchantReferenceCode, TransactionID or RequestID specified by the POS system was not found in the FCC Server database. This IDs are used to track follow on operations such as incremental authorizations and settlements. Failure to find the entry in the database might be due to a failed Database rollover or a misconfiguration of the POS sytem. More detailed information about the error can be found in the log. Entered on the System Event Log.
3006	Database Access Failure	FCC Server attempted to access its database and failed to do so. More detailed information about the error can be found in the log. This is likely a network or configuration error. It indicates a serious error if running in stand-alone mode. Entered on the System Event Log.
3007	Authorization Not Allowed	An Incremental Authorization was attempted on a card type which does not support it such as Debit.
3008	Internal Error	FCC Server encountered a state which was unexpected. It may indicate a bug in the operation of one of the system components (FCC Server, FCC Client or the POS System). More detailed information about the error can be found in the log. Entered on the System Event Log.
3009	FCC Client Comm Error	Applicable to Client/Server configurations of the FCC. Communication with the FCC Client was

		lost, probably caused by a timeout but maybe something more severe. If a timeout happens during a request, the connection is closed automatically. If everything is actually in order, FCC Client will re-establish communication within ten seconds and everything will continue normally. More detailed information about the error can be found in the log. Entered on the System Event Log.
3010	Invalid POS Request	The POS system sent a request containing invalid data. Not entered on the System Event Log.
3011	POS Connection Lost	An attempt to send a POS Response failed because the connection was closed before FCC Server could respond, possibly due to network issues. More detailed information about the error can be found in the log. Entered on the System Event Log.
3012	Generic Error	
3015	Multiple FCC Client Requests	A second request was made to invoke FCC Client before a previous one was complete. This is definitely due to a configuration error, possibly because more than one workstation has the same ID. Entered on the System Event Log.
3018	Cancel Failure	An attempt to service a Cancel request failed. Entered on the System Event Log.
3019	Request ID Not Found	The specified request ID was not found. Entered on the System Event log.
3020	Badly Formatted Request	The request is not valid. The error message gives more information about the problem.
3021	Offline Accept	A request was accepted offline.
3022	Offline Decline	A request was declined offline, likely because the amount specified is over the floor limit.
3024	Forced Offline	A request was processed as an offline transaction. This will usually be overwritten with a 3021 or 3022. If seen, a unhandled path has been triggered.

3026	Offline Processing Error	This error is return when the offline daemon refused to process a request because a previous request in the same transaction failed.
3027	Request Not Allowed Offline	This error is returned if the system is offline and the POS request cannot be performed in this mode.
3028	Signature Request	This error code is returned for a signature only request.
3029	Closed Client Connection	The client lost connectivity in the middle of a transactions. Can be caused by an abort request on another lane, or a restart of the client mid-transaction.
3030	Lane Timout	If the MSR device does not respond with card information within the timeout.
3102	MsrLib No Response	The device library did not return a valid response.
3120	No Device	No device attached.
3121	Device Error	The device encountered an error.
3122	Network Error	The library cannot connect to an IP device.
3123	Token Error	Encountered an error while attempting tokenize.
3124	EMV Application Blocked	The application selected on a chip card is not accepted by this merchant.
3125	Card Blocked	This card type is not supported by the merchant.
3126	Chip Decline	The host approved the transaction but the chip declined it.
3127	Bad Card	An issue with the card was encountered.
3128	Device Timeout	The device did not respond.
3129	Bad Request	Bad request sent to device.
3130	Driver Error	A problem was encountered from the driver.
3131	Offline	Operation not allowed in offline mode.

3132	Invalid PIN	The PIN entered is invalid.
3133	User Cancel	A user clicked the cancel button.
3134	Card Removed Prematurely	The user removed a chip card before the transaction was complete.
3135	Unknown Error	An unknown error occurred.
3136	Internal Error	An internal erorr occurred.
3137	Aborted	Result of an abort command. Graceful shutdown of client.
3138	Declined	A request was declined.
3139	Voice Auth	Voice Auth Required
3140	Not Supported	An invalid request: Token type not specified, Debit RFID, Device does not support sigcap
3141	Device Busy	Device is already processing a request.
3150	Command Not Valid	The command is not valid at this time
3151	Signature Not Accepted	The signature was not accepted
3152	Transaction Implicitly started	A transaction was implicitly started (note that this is advisory, not an error
3153	Payment Template was invalid	Payment Template was invalid
3154	Incompatible commands	The /poi/beginPaymenttransModewas incompatible with the /poi/beginReadtransType

3.0 Hosted Payment Page (HPP) Error Codes

The HPP does not use standard error messages in the same way as either FreeWay or the FCC, it has its own simple set of Error Codes.

Error Code	Description
A	Accepted
B	B1 - B6 are BreadCrumb
C	Cancelled
D	Duplicate
E	Error Occurred
R	Card Rejected