Transaction Statuses and Errors

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1. Transaction statuses

When you check your transactions in your ePDQ account, using View transactions or Financial history, and/or you download a monthly report of your transactions, you will notice that each transaction has a specific status.

Below we explain what status types there are and what they represent. The most common statuses are marked in bold.

Status	NCERROR	NCSTATUS	Description
0 - Invalid or incomplete	500...	5	At least one of the payment data fields is invalid or missing. The NCERROR and NCERRORPLUS fields give an explanation of the error.
1 - Cancelled by customer			The customer has cancelled the transaction by himself.
2 - Authorisation refused	300...	3	The authorisation has been refused by the financial institution. The customer can retry the authorisation process after selecting another card or another payment method.
4 - Order stored			
40 - Stored waiting external result			
41 - Waiting for client payment			
46 - Waiting authentication			
5 - Authorised	0	0	The authorisation has been accepted. An authorisation code is available in the "ACCEPTANCE" field. The status will be 5 if you have defined "Authorisation" as the default operation code in the "Global transaction parameters" tab, in the "Default operation code" section of the Technical information page in your account.
50 - Authorized waiting external result			
51 - Authorisation waiting	0	0	The authorisation will be processed offline. This is the standard response if you have selected offline processing in your account configuration. The status will be 51 in two events:

Status	NCERROR	NCSTATUS	Description
			• You have defined "Always offline (Scheduled)" as payment processing in the "Global transaction parameters" tab, "Processing for individual transactions" section of the Technical Information page in your account. • When the online acquiring system is unavailable and you have defined "Online but switch to offline in intervals when the online acquiring system is unavailable" as payment processing in the "Global transaction parameters" tab, "Processing for individual transactions" section of the Technical Information page in your account. You don't have to take any action when status 51 applies.
52 - Authorisation not known	200...	2	A technical problem arose during the authorisation/payment process, giving an unpredictable result. The merchant can contact the acquirer helpdesk to know the exact status of the payment or can wait until we have updated the status in our system. The customer should not retry the authorisation process since the authorisation/payment might already have been accepted.
55 - Standby			
56 - Ok with scheduled payments			
57 - Not OK with scheduled payments			
59 - Authorization to be requested manually			
6 - Authorised and cancelled			
61 - Author. deletion waiting	0	0	The authorisation deletion will be processed offline.
62 - Author. deletion uncertain	200...	2	A technical problem arose during the authorisation deletion process, giving an unpredictable result. The merchant can contact the acquirer helpdesk to establish the precise status of the payment or wait until we have updated the status in our system.
63 - Author. deletion refused	300...	3	A technical problem arose.
64 - Authorised and cancelled			

Status	NCERROR	NCSTATUS	Description
7 - Payment deleted	0	0	The payment has been cancelled/deleted
71 - Payment deletion pending	0	0	Waiting for payment cancellation/deletion
72 - Payment deletion uncertain			
73 - Payment deletion refused			
74 - Payment deleted			
8 - Refund	0	0	The payment has been refunded
81 - Refund pending	0	0	Waiting for refund of the payment
82 - Refund uncertain			
83 - Refund refused			
84 - Refund			
85 - Refund handled by merchant			
9 - Payment requested	0	0	The payment has been accepted. An authorisation code is available in the field "ACCEPTANCE". The initial status of a transaction will be 9 if you have defined "Sale" as the default operation code in the "Global transaction parameters" tab, "Default operation code" section of the Technical information page in your account.
91 - Payment processing	0	0	The data capture will be processed offline.
92 - Payment uncertain	200...	2	A technical problem arose during the authorisation/payment process, giving an unpredictable result. The merchant can contact the acquirer helpdesk to know the exact status of the payment or can wait until we have updated the status in our system. The customer should not retry the authorisation process since the authorisation/payment might already have been accepted.

Status	NCERROR	NCSTATUS	Description
93 - Payment refused	300...	3	A technical problem arose
94 - Refund declined by the acquirer			
95 - Payment handled by merchant			
96 - Refund reversed			
99 - Being processed			

Statuses with one digit are the most common statuses.

- 0: The transaction was not completed, because it was interrupted or because of a validation error. In case of a validation error, usually an additional error code (*) (NCERROR) identifies the error.
- 1: The transaction was cancelled by the customer/buyer
- 2: The acquirer did not authorise the payment
- 5: The acquirer authorised the payment. You should confirm these transactions to complete the payment, or delete the authorisation if you wish to cancel the order.
- 9: The payment was captured. Usually, with this status, you may expect the money on your account.

Statuses with two digits represent either 'intermediary' situations or abnormal events. When the second digit is:

- 1, this means the payment processing is on hold. (e.g. status 91: payment waiting/pending)
- 2, this means an error occurred during the communication with the acquirer. The result is therefore not determined. You must contact the acquirer's help desk to find out the actual result of this transaction.
- 3, this means the payment processing (capture or cancellation) was refused by the acquirer while the payment had been authorised beforehand. It can be due to a technical error or to the expiration of the authorisation. You must contact the acquirer's help desk to find out the actual result of this transaction.

For a list of all possible statuses, please log on to your ePDQ account and check the "List of the payment statuses and error codes" in the User guides section of the Support menu.

2. Transaction errors

The list of error messages is non-exhaustive and contains error messages that you may never encounter, often because they don't apply for your account type or because they're payment method specific.

In general, error codes starting with:

- 2 mean the status is "uncertain". This will usually evolve to a final status.
- 3 mean the transaction is declined by the acquirer or blocked by the Fraud detection module
- 4 mean the transaction is declined. It could be only a temporary technical problem. Please retry a little bit later.
- 5 mean a validation/configuration error (e.g. currency not allowed on your account).

For a list of all possible error codes and messages, please log on to your ePDQ account and check the "List of the payment statuses and error codes" in the "Selected user guides" section of the Support menu.