Error codes - Hosted Payment Page

Contents

1. SERVER URL ERROR

At the end of the payment, the payment gateway calls the Instant Payment Notification URL defined in the Merchant Back Office. This call only takes place if the notification rule is configured in the Merchant Back Office.

If the payment gateway cannot reach your IPN URL, you will receive an e-mail indicating a failure during the Instant Payment Notification call. This failed call has no effect on the payment, if it was finalized correctly (accepted or rejected).

Example of a warning e-mail

> Hello,
> On 06/08/16 at 12:39:10 (GMT+1), we recorded the transaction ref. R -634823 of EUR 45.25 for the shop XXXXXXX.
> When calling your IPN URL http://your.shop/validation, we came across a technical problem with the error code: **FAILED_SERVER_403_ERROR.**
> For more information about this error code, refer to the FAQ: *server-url-error*
> Case 1: we were unable to contact your server (your merchant website is unavailable), case 2: the response timeout from your server was exceeded, case 3: your server returned an error message. You can find the encountered type of error in the transaction event log of your Merchant Back Office.
> The impact of this message:
> The payment has been finalized, successfully or not, by the payment gateway, however it is possible that your shop is not up to date. Do not call the tech support, we cannot interfere with your application. However, we recommend you to contact your webmaster to analyze the causes of this error and apply any required corrections.
> Once the problem is solved, you can manually retry the call to the IPN URL corresponding to this transaction in order to notify your applications.
> To do this,
>
> 1. sign in to the Merchant Back Office:
>
> 2. locate the transaction ref. 634823,
>
> 3. once the transaction is found, right-click on it and select "Send the Instant Payment Notification".

> ℹ **Reminder**
>
> The call to the Instant Payment Notification is a POST HTTP or HTTPS request made from one server to another. The call includes the parameters linked to the payment as well as the *vads_trans_status* parameter that provides the transaction status.

Causes of an Instant Payment Notification failure
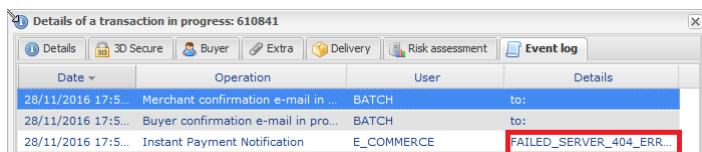
> ℹ If you have just changed your host or server, your new IP address may not yet be known by the DNS of different operators. The propagation of this new address may take up to 48 hours.

To see the details of the Instant Payment Notification URL call error in your Merchant Back Office:

1. double click the transaction in question,

2. Click on the **Event log** tab.

   You will see the error type on the *Instant Payment Notification URL call* line.

The different error types and their resolution are presented below.

Most frequent errors

Contact **your webmaster** to analyze the causes of this type of error and make any necessary corrections.

Technical support will not be able to take any action as it has no access to your computer system (e.g. access to your server).

Type of error	Description
Server error 500	The merchant website has returned an HTTP 500 Internal Server Error response status code. An application error has occurred on the level of the server hosting your shop. See the logs of your HTTP server (usually Apache). The issue can only be corrected by performing an action on your server.
Server error 504	The merchant website has returned an HTTP 504 Gateway Time-out response status code. The merchant server has not accepted the call within the time limit of 10s.
Server error 401	The merchant website has returned an HTTP 401 Unauthorized response status code. Make sure that the resource is not protected by an .htaccess file.
Server error 403	The merchant website has returned an HTTP 403 Forbidden response status code. Make sure that the resource is not protected by an .htaccess file.
Server error 404	The merchant website has returned an HTTP 404 Not Found response status code. Make sure that the URL is correctly specified in the rule configuration. Make sure that the file is present on your server.

Error table

Status	Description
N/A	The transaction did not result in a notification or no notification rules have been enabled.
Undefined URL	An event has triggered the end of payment notification rule but the URL is not configured.
Call in progress	The notification is in progress. This status is temporary.

Status	Description
Sent	The notification has been successfully sent and a remote device returned an HTTP 200, 201, 202, 203, 204, 205 or 206 response status code.
Sent (permanent redirection)	The merchant website has returned an HTTP 301 or 308 response status code with a new URL to contact. A new call in POST mode has been made to the new URL.
Sent (temporary redirection)	The merchant website has returned an HTTP 302 or 307 response status code with a new URL to contact. A new call in POST mode has been made to the new URL.
Sent (redirection to another page)	The merchant website has returned an HTTP 303 response status code with a new URL to contact. A new call in GET mode has been made to the new URL.
Failed	Generic error different from the codes described below.
Server unavailable	The notification has lasted more than 35s.
SSL handshake failure	Your server is incorrectly configured. Run a test on the Qualys website (*https://www.ssllabs.com/ssltest/*) and correct the errors.
Connection interrupted	Communication error.
Connection refused	Communication error.
Server error 300	Case of redirection not supported by the gateway.
Server error 304	Case of redirection not supported by the gateway.
Server error 305	Case of redirection not supported by the gateway.
Server error 400	The merchant website has returned an HTTP 400 Bad Request response status code.
Server error 401	The merchant website has returned an HTTP 401 Unauthorized response status code. Make sure that the resource is not protected by an .htaccess file.
Server error 402	The merchant website has returned an HTTP 402 Payment Required response status code.
Server error 403	The merchant website has returned an HTTP 403 Forbidden response status code. Make sure that the resource is not protected by an .htaccess file.
Server error 404	The merchant website has returned an HTTP 404 Not Found response status code. Make sure that the URL is correctly specified in the rule configuration. Make sure that the file is present on your server.
Server error 405	The merchant website has returned an HTTP 405 Method Not Allowed response status code.
Server error 406	The merchant website has returned an HTTP 406 Not Acceptable response status code.
Server error 407	The merchant website has returned an HTTP 407 Proxy Authentication Required response status code.
Server error 408	The merchant website has returned an HTTP 408 Request Time-out response status code.
Server error 409	The merchant website has returned an HTTP 409 Conflict response status code.
Server error 410	The merchant website has returned an HTTP 410 Gone response status code.

Status	Description
Server error 411	The merchant website has returned an HTTP 411 Length Required response status code.
Server error 412	The merchant website has returned an HTTP 412 Precondition Failed response status code.
Server error 413	The merchant website has returned an HTTP 413 Request Too Large response status code.
Server error 414	The merchant website has returned an HTTP 414 Request-URI Too Long response status code.
Server error 415	The merchant website has returned an HTTP 415 Unsupported Media Type response status code.
Server error 500	The merchant website has returned an HTTP 500 Internal Server Error response status code. An application error has occurred on the level of the server hosting your shop. See the logs of your HTTP server (usually Apache). The issue can only be corrected by performing an action on your server.
Server error 501	The merchant website has returned an HTTP 501 Not Implemented response status code.
Server error 502	The merchant website has returned an HTTP 502 Bad Gateway / Proxy Error response status code.
Server error 503	The merchant website has returned an HTTP 503 Service Unavailable response status code. Make sure you are not in "maintenance" mode.
Server error 504	The merchant website has returned an HTTP 504 Gateway Time-out response status code. The merchant server has not accepted the call within the time limit of 10s.
Server error 505	The merchant website has returned an HTTP 505 HTTP Version Not Supported response status code.

Manual notification retry

Once the potential issue is resolved, you can manually resend the notification URL corresponding to this transaction in order to notify your shop.

1. sign in to the Merchant Back Office:

2. find the transaction ref. xxxxxx,

3. once the transaction is found, right-click on it and select "**Send the Instant Payment Notification**".
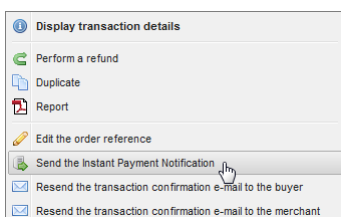
The gateway displays the result of this new call to the notification URL in real time.

2. ERROR 00

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The fields of the form have not been encoded in UTF-8.

When computing the signature, if the fields are not sent to the gateway in UTF8 encoding, you will find special characters, such as accents, in the form.

Error example

```
[vads_capture_delay=]
[vads_site_id=51872022]
[vads_payment_config=SINGLE]
[vads_version=V2]
[vads_currency=978]
[vads_amount=1000]
[vads_cust_name=Ren#e Martin]
[vads_ctx_mode=PRODUCTION]
[vads_trans_date=20191026083000]
[vads_trans_id=982415]
[vads_payment_cards=]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
```

In this example you can see that the accents are not well encoded for the *vads_cust_name* field.

Make sure you handle UTF-8 encoding correctly in order to avoid signature errors.

Warning:

We would like to remind you that the fields returned by the gateway are encoded in UTF-8. Therefore, there is no need to reapply UTF-8 encoding to the data returned by us.

The MODE (TEST or PRODUCTION) or the key is incorrect.

You can use the gateway in TEST or PRODUCTION mode.

Each mode has its key. Make sure that you use the correct key according to the desired mode.

Check your key in the *Settings > Shop* menu > *Keys* tab of your Merchant Back Office.

Warning: Line break or carriage return submitted in the form.

If you insert some carriage returns or line breaks within one of the posted values, they will not be taken into account.

Error example

If in the address field you post:

3 bellflower street

2nd floor apt 28

The value taken into account by the payment gateway will only be:

3 bellflower street

Warning: Line break or carriage return submitted in the form.

Then the payment gateway will only take the **3 bellflower street** value into account to compute the signature whereas your signature computation will be based on the complete address: **3 bellflower street 2nd floor apt 28**.

Thus, you will get a signature computation error.

CONCLUSION: Before computing the signature and sending the form, you must avoid carriage returns and line breaks.

Warning: Quotation marks ["] submitted in the form.

If you insert quotation marks within one of the posted values, they will not be taken into account.

Example:

If in the address field you post:

"Bellflower" Residence

The value taken into account by the payment gateway will only be:

Residence

Therefore, the payment gateway will only take the **Residence** value into account to compute the signature, whereas your signature computation will be based on the complete address: **"Bellflower" Residence**.

Thus, you will get a signature computation error.

CONCLUSION: Before computing the signature and sending the form, you must remove the quotation marks.

The transmitted signature does not respect the rule of signature computation. When computing the signature, the fields must be UTF-8 encoded. The same applies to your shop which must send all the parameters in UTF-8 encoding to the payment gateway.

Check that you have not forgotten a parameter or added an optional parameter.

Make sure the fields were sorted correctly.

Reminder of the computation method

1. *Sort the fields starting with **vads_** <u>alphabetically</u>.*

2. *Concatenate the values of these fields separating them with the "**+**" character.*

3. *Add the value of the key at the end of the chain separating them with the "**+**" character.*

4. According to the signature algorithm defined in your shop configuration:

   a. If your shop is configured to use "SHA-1", apply the **SHA-1** hash function to the chain obtained during the previous step.

   b. If your shop is configured to use "HMAC-SHA-256", compute and encode in Base64 format the message signature using the **HMAC-SHA-256** algorithm with the following parameters:

   • the SHA-256 hash function,

   • the test or production key (depending on the value of the **vads_ctx_mode** field) as a shared key,

   • the result of the previous step as the message to authenticate.

For more information, see chapter **Computing the signature** in the *Hosted Payment Page Implementation Guide*.

3. ERROR 01

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_version field allows to transmit the version of the exchange protocol with the payment gateway. It is required.

Possible value: **V2**

4. ERROR 02

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The **vads_site_id** field allows to identify the merchant during exchanges with the payment gateway. It must be in numeric format with 8 digits.
Check the value transmitted in your payment form.

Your shop is closed.

The transmitted MID corresponds to the closed shop.
Please contact the E-Banking Merchant Support Service.

The MID does not exist.

The transmitted MID does not exist.
Check the value transmitted in your payment form.

Your payment URL is not compliant.

The URL transmitted in your POST form must correspond to the shop's payment URL.
Check the URL transmitted in your payment form.

5. ERROR 03

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The transaction id has not been sent to the payment gateway.

The transaction ID is mandatory.
Make sure that the transaction ID is sent to the payment gateway.
The *vads_trans_id* field must be present and properly valued.

The format of the field is incorrect.

The transaction ID must consist of 6 alfanumeric characters chosen from the following list:

- any digit between 0 and 9,
- any lower case character from "a" to "z",
- any upper case character from "A" to "Z".

Example: "**aS76J3**"

> ⚠ To avoid any confusion when refunding, modifying and/or cancelling a transaction, **we deliberately disregard breakage**.
> Example: *vads_trans_id="ABC123"* is identical to *vads_trans_id="ABc123"*

An identical transaction id has already been sent to the payment gateway on the same day.

The transaction identifier absolutely must be unique within the same day (from 00:00:00 UTC to 23:59:59 UTC).
If two identical transaction ids are sent to the payment gateway by the same shop on the same day, then the gateway will return an error for the second form.

6. ERROR 04

In PRODUCTION mode, two types of e-mails can be received:

1. **an e-mail notification** indicating that the transaction is definitively lost in case of an incorrect value of the *vads_trans_date* field or a major timezone difference with the gateway.

   You should obtain an error message of the type:

   > **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

2. **a warning e-mail** indicating that the difference between the UTC time on our gateway and the UTC time in your payment form was too large.

   If your shop sends a time that is too far from the real payment time, it can be temporary allowed, then the customer makes the payment on a regular way.

   However, you receive a warning e-mail explaining the incoherence of the *vads_trans_date* field (date and time).

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

1. **Causes of the error in case of an e-mail notification**

   The date transmitted in vads_trans_date is beyond the tolerated offset.

   In production mode, the payment gateway tolerates an offset between the time transmitted in vads_trans_date and the UTC time of the gateway that can be 30 min in the past and up to 1:30 in the future.
   You will receive a warning e-mail if this offset exceeds 60 min in the past or exceeds 2:30 in the future.
   Example:
   If the time is 12:00 UTC, you will not receive a warning e-mail if the time transmitted in vads_trans_date is set between 11:30 UTC and 13:30 UTC.
   However, you will receive a warning e-mail if the transmitted time is before 11:00 UTC or after 14:30 UTC.

   The date has not been submitted in the YYYYMMDDHHMMSS format (year, month, day, hour, minute, second).
   Example:
   On October 17th, 2019 at 8:54:36 am the vads_trans_date field must be **20191017085436**.

   The date is not based on the UTC time zone (Coordinated Universal Time).
   The date must imperatively be based on the UTC time zone.
   At the top of the e-mail, you can see the UTC date and time when we received the payment request.
   In the same e-mail, you can also see the value of the vads_trans_date field received by the payment gateway.
   Please make sure that the time difference is not too large compared to the time when we received the payment request.
   Time:

The date is not based on the UTC time zone (Coordinated Universal Time).

The correct time must be between -30mn and +2h30 compared to the time when we receive the payment request.

Example:

If we receive a payment request on July 15th, 2019 at 14:30:00 (UTC time), the DATE field will have to be set between 20190715140000 (July 15th, 2019 at 14:00:00) and 20190715160000 (July 15th at 16:00:00).

Reminder about the UTC time zone:

Depending on the zone and the period of the year, there may be a different UTC time offset.

For example, on July 12th, 2019 at 14:50 in Paris, it is 12:50 UTC because in this period of the year Paris has a +2 hour UTC time offset (summer time). Therefore, in the payment request you should send 20190712 **125000** (July 12th, 2019 at 12:50 PM).

However, on January 12th, 2019 at 14:50 in Paris, it is 13:50 UTC because in this period of the year Paris has a +1 hour UTC time offset (winter time).

Therefore, in the payment request you should send 20190112 **135000** (January 12th, 2019 at 1:50 PM).

The time must be calculated using the 24h format, not 12h.

The date must imperatively be calculated in a 24h format, not 12h.

Example:

If we receive a payment request on July 15th, 2019 at 14:30 UTC (i.e. 2:30 pm), the value of the vads_trans_date field should be 20190715 **143000** and not 20190715 **023000**.

Your customer waited for too long before clicking on the "Pay" button.

If this type of error is not frequent, it is possible that the customer has waited for too long before clicking on the "Pay" button.

In this case, the retained date is the one that was calculated based on the display of the page containing the "Pay" button. This is why it is strongly recommended to calculate the date at the moment of clicking on the "Pay" button.

Example:

A customer makes an order at 12:00 and comes back at 14:00 to click on the "Pay" button.

If your form is pre-generated before the click on the "Pay" button, your date will be set to 12:00, but the time of the payment gateway will be set to 14:00. The difference between two dates is too large and the payment gateway returns an error.

Your customer has used his or her browser history.

If this error type is not frequent, it is possible that the customer came back to the payment page of your shop (page with the "Pay" button) using their browser history.

In this case, the retained date is the one that was calculated at the time of the first visit on this page. This is why it is strongly recommended to calculate the date at the moment of clicking on the "Pay" button.

2. **Causes of the error in case of a warning e-mail**

The date transmitted in vads_trans_date is beyond the tolerated offset.

In production mode, the payment gateway tolerates an offset between the time transmitted in vads_trans_date and the UTC time of the gateway that can be 30 min in the past and up to 1:30 in the future.

Beyond that, you will receive a warning e-mail if this offset is between 30 and 60 min in the past or between 1:30 and 2:30 in the future.

Example:

The date transmitted in vads_trans_date is beyond the tolerated offset.

If the time is 12:00 UTC, you will not receive warning e-mail if the time transmitted in vads_trans_date is set between 11:30 UTC and 13:30 UTC.

However, you will receive a warning e-mail if the transmitted time is between 11:00 and 11:30 UTC or between 13:30 and 14:30 UTC

The date is not based on the UTC time zone (Coordinated Universal Time).

The date must imperatively be based on the UTC time zone.

At the top of the e-mail, you can see the UTC date and time when we received the payment request.

In the same e-mail, you can also see the value of the vads_trans_date field received by the payment gateway.

Please make sure that the time difference is not too large compared to the time when we received the payment request.

Time:

The correct time must be between -30mn and +2h30 compared to the time when we receive the payment request.

Example:

If we receive a payment request on July 15th, 2019 at 14:30:00 (UTC time), the DATE field will have to be set between 20190715140000 (July 15th, 2019 at 14:00:00) and 20190715160000 (July 15th at 16:00:00).

Reminder about the UTC time zone:

Depending on the zone and the period of the year, there may be a different UTC time offset.

For example, on July 12th, 2019 at 14:50 in Paris, it is 12:50 UTC because in this period of the year Paris has a +2 hour UTC time offset (summer time). Therefore, in the payment request you should send 20190712 **125000** (July 12th, 2019 at 12:50 PM).

However, on January 12th, 2019 at 14:50 in Paris, it is 13:50 UTC because in this period of the year Paris has a +1 hour UTC time offset (winter time).

Therefore, in the payment request you should send 20190112 **135000** (January 12th, 2019 at 1:50 PM).

Your customer waited for too long before clicking on the "Pay" button.

If this type of error is not frequent, it is possible that the customer has waited for too long before clicking on the "Pay" button.

In this case, the retained date is the one that was calculated based on the display of the page containing the "Pay" button. This is why it is strongly recommended to calculate the date at the moment of clicking on the "Pay" button.

Example:

A customer makes an order at 12:00 and comes back at 14:00 to click on the "Pay" button.

If your form is pre-generated before the click on the "Pay" button, your date will be set to 12:00, but the time of the payment gateway will be set to 14:00. The difference between two dates is too large and the payment gateway returns an error.

Your customer has used his or her browser history.

If this error type is not frequent, it is possible that the customer came back to the payment page of your shop (page with the "Pay" button) using their browser history.

In this case, the retained date is the one that was calculated at the time of the first visit on this page. This is why it is strongly recommended to calculate the date at the moment of clicking on the "Pay" button.

7. ERROR 05

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_validation_mode field specifies the validation mode of the transaction.

Possible values are:

- absent or empty: validation mode configured in the Merchant Back Office

- 0: automatic validation

- 1: manual validation

8. ERROR 06

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_capture_delay Indicates the delay (in days) before the capture. It must consist of numeric characters with a variable length up to 3 characters (*n..3*).
If the parameter is not submitted, the default value specified in the Merchant Back Office will be used.
Check that the value entered in the form or that set by default in the Merchant Back Office is correct.

9. ERROR 07

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_payment_config variable has not been sent to the payment gateway.

The *vads_payment_config* field is mandatory. It must be present and correctly populated in the payment form.
Make sure the amount is submitted to the payment gateway.

For a single payment, the value of vads_payment_config must be set to SINGLE.

Make sure that the *vads_payment_config* variable sent in the form is equal to SINGLE in uppercase letters.
Example:

```
[vads_capture_delay=]
[vads_ctx_mode=TEST]
[vads_trans_id=124709]
[vads_currency=978]
[vads_payment_config=SINGLE]
[vads_amount=10000]
vads_trans_date=20191103084538]
[vads_version=V2]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_site_id=98765432]
[vads_url_error=http://your-shop.com/vads-test/order.error.a]
[vads_page_action=PAYMENT]
[vads_url_return=http://your-shop.com/vads-test/order.success]
[vads_order_id=48-486204013]
[vads_action_mode=INTERACTIVE]
```

Your payment is an installment payment.

Make sure that you respect the following rules.
MULTI indicates an installment payment. In this case, the parameter is composed of the "MULTI:" chain, followed by key / value pairs separated by ";". The parameters are:

- first indicates the amount of the first installment,

- count indicates the number of installments,

- period indicates the interval in days between 2 installments.

The order of the fields associated with MULTI is imposed.
Example

```
vads_payment_config=MULTI:first=5000;count=3;period=30
```

Reminder :
The amount must be expressed in the smallest unit of the used currency.

Your payment is an installment payment.

For example, in EUR for 50 EUR the value to be transmitted is "5000".

With these settings, if the total amount to be paid is 100 EUR:

- A first installment of 50 EUR will be made.

- A second installment of 25 EUR will be made 30 days later.

- A third installment of 25 EUR will be made 60 days later.

10. ERROR 08

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_payment_cards value is invalid.

The *vads_payment_cards* field is optional and defines the card types which will be offered to the customer (MASTERCARD, VISA, MAESTRO, VISA_ELECTRON, etc.).
Example:
If you want to offer VISA and MASTERCARD only, you have to populate the field as follows:
vads_payment_cards =VISA;MASTERCARD.
Make sure that you respect the following rules.

- The type of card must be known (CB, VISA, MASTERCARD, etc.).
- The separator between the different types of card is "**;**".

By default it is recommended not to post this parameter.

If the value is valid please contact the E-Banking Merchant Support Service.

Your MID seems to have been configured the wrong way.
Please contact and communicate your shop ID the E-Banking Merchant Support Service.

11. ERROR 09

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The amount has not been submitted to the payment gateway.

The *vads_amount* field is mandatory. It must be present and correctly populated in the payment form. Make sure the amount is submitted to the payment gateway.

The amount submitted to the gateway is equal to ZERO.

Make sure the amount submitted in the form is not equal to ZERO.

Error example

```
[vads_capture_delay=]
[vads_ctx_mode=TEST]
[vads_trans_id=124709]
[vads_currency=978]
[vads_payment_config=SINGLE]
[vads_amount=0]
vads_trans_date=20191103084538]
[vads_version=V2]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_site_id=98765432]
[vads_url_error=http://your-shop.com/vads-test/order.error.a]
[vads_page_action=PAYMENT]
[vads_url_return=http://your-shop.com/vads-test/order.success]
[vads_order_id=48-486204013]
[vads_action_mode=INTERACTIVE]
```

The amount submitted to the gateway is negative.

Make sure the amount submitted in the form is not negative.

Error example

```
[vads_capture_delay=]
[vads_ctx_mode=TEST]
[vads_trans_id=124709]
[vads_currency=978]
[vads_payment_config=SINGLE]
[vads_amount=-100]
vads_trans_date=20191103084538]
[vads_version=V2]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_site_id=98765432]
[vads_url_error=http://your-shop.com/vads-test/order.error.a]
[vads_page_action=PAYMENT]
[vads_url_return=http://your-shop.com/vads-test/order.success]
[vads_order_id=48-486204013]
[vads_action_mode=INTERACTIVE]
```

The amount contains some non-numeric characters (comma, point, etc.).

The amount must be expressed in the smallest unit of the used currency.

<u>Examples of vads_amount values</u>

For 100.50 EUR, the value to be transmitted is: "10050".

For 100.50 CHF, the value to be transmitted is: "10050".

For 100.50 BRL, the value to be transmitted is: "10050".

For 100 XPF, the value to be transmitted is: "100".

For 100 CLP, the value to be transmitted is: "100".

<u>Error example</u>

```
[vads_capture_delay=]
[vads_ctx_mode=TEST]
[vads_trans_id=124709]
[vads_currency=978]
[vads_payment_config=SINGLE]
[vads_amount=-100.50]
vads_trans_date=20191103084538]
[vads_version=V2]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_site_id=98765432]
[vads_url_error=http://your-shop.com/vads-test/order.error.a]
[vads_page_action=PAYMENT]
[vads_url_return=http://your-shop.com/vads-test/order.success]
[vads_order_id=48-486204013]
[vads_action_mode=INTERACTIVE]
```

12. ERROR 10

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The field was not submitted to the payment gateway.

The *vads_currency* field is mandatory and must be present in the payment form.
Make sure that this field and the currency are submitted to the payment gateway.

The currency is invalid.

The *vads_currency* field present in the form is incorrect.
Make sure the field value matches the numeric currency code to be used for the payment, in compliance with the ISO 4217 standard (numeric code).
E.g.: 978 for euro (EUR)

13. ERROR 11

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_ctx_mode field has not been sent to the payment gateway.

The *vads_ctx_mode* field is mandatory. It must be present and correctly populated in the payment form.
Make sure the *vads_ctx_mode* field is submitted to the payment gateway.

The vads_ctx_mode field is not filled in with TEST or PRODUCTION values.

The value of the *vads_ctx_mode* field should be TEST or PRODUCTION.
It must be capitalized, with no spaces or abbreviations (sending the PROD value to the payment gateway will cause an error).

14. ERROR 12

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_language field defines the language of the payment page (ISO 639-1 standard). It must consist of alphabetic characters with a fixed length of 2 characters (*a2*).

Language	ISO 639-1 standard
German	de
English	en
Chinese	zh
Spanish	es
French	fr
Italian	it
Japanese	ja
Dutch	nl
Polish	pl
Portuguese	pt
Russian	ru
Swedish	sv
Turkish	tr

If the field has not been sent or is empty, the payment page will be shown in the language of the buyer's browser.

15. ERROR 13

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_order_id field contains special characters.

The *vads_order_id* field can only contain alphanumerical characters and the "**-**" character.
If any other special characters are used (&, ;, @, etc.), the payment gateway will return an error.

The length of the vads_order_id field must not exceed 64 characters.

The length of the *vads_order_id* must not exceed 64 characters.
Otherwise the payment gateway returns an error.

The length of the vads_order_id field is not compliant with the expected format.

For some payment methods, the *vads_order_id* field is mandatory and must respect a specific format.
<u>Examples</u>:

Payment method networks	Format
ONEY, ACCORD (Brands cards, FacilyPay)	an9, mandatory
3xCB Cofinoga	an..32, mandatory
Klarna	an..32, mandatory

16. ERROR 14

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

This parameter allows to transmit the order description.
The vads_order_info field should have the following characteristics:

- Length: 255 characters maximum

- Type: alphanumeric and special characters

17. ERROR 15

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The customer's e-mail address contains accents.
An e-mail address must not contain accents (é, è, à, etc.).
Make sure to respect this rule.

The customer's e-mail address contains special characters, such as ; or : .
Make sure the amount submitted in the form is not equal to ZERO.
An e-mail address must not contain special characters, such as **;** or **:**.
Make sure to respect this rule.

The customer's e-mail address does not contain @.
An e-mail address must contain "@".
Make sure that the vads_cust_email field submitted to the payment gateway contains @.

The customer's e-mail address is invalid because the extension is missing.
An e-mail address must contain an extension (.com, .net, etc.).
Make sure that the vads_cust_email field submitted to the payment gateway contains an extension.

The customer's e-mail address contains a space character.
An e-mail address must not contain space characters.
Frequent error: make sure that the vads_cust_email field does not contain a space character at the beginning or at the end of the string.

The form is a registration form (REGISTER type).
If the posted form is a registration form, the vads_cust_email field must be populated.
The form is a registration form if the vads_page_action field is populated as follows:

- vads_page_action=REGISTER

- vads_page_action=REGISTER_PAY

- vads_page_action=REGISTER_SUBSCRIBE

- vads_page_action=REGISTER_PAY_SUBSCRIBE

18. ERROR 16

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_id field allows to transmit the buyer ID (identification by the merchant) It must consist of numeric characters with a variable length up to 63 characters (*n..63*).

Check that the value entered in the form is correct.

19. ERROR 17

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_title field allows to transmit the buyer's title (e.g. Mr, Mrs, Ms). It must consist of alphanumeric characters with a variable length up to 63 characters (*an..63*).

Check that the value entered in the form is correct.

Note: *This parameter is required for some payment methods.*

20. ERROR 18

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

This parameter allows to transmit the buyer's name. It is a deprecated field that can be replaced by the **vads_cust_first_name** and **vads_cust_last_name** fields.

The length of the vads_cust_name must not exceed 127 characters.

Otherwise the payment gateway returns an error.

21. ERROR 19

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_address field allows to transmit the buyer's postal address. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*).
Depending on the payment method, certain restrictions can change the format.
Applies to Oney payments for which the field is mandatory and the format is ans..128. Only the following special characters are authorized:

- space
- slash (/)
- dash (-)
- apostrophe (')
- comma (,)
- dot (.)

Check that the value entered in the form is correct.

__Note__: This parameter is required for some payment methods. It may also be required if the purchaser has a bank account in the following departments, territories or countries: Switzerland, Monaco, San Marino, Mayotte, St. Pierre and Miquelon, Guernsey, Jersey, Isle of Man.

22. ERROR 20

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_zip field allows to transmit the buyer's ZIP code. It must consist of alphanumeric characters with a variable length up to 64 characters (*an..64*).

Check that the value entered in the form is correct.

23. ERROR 21

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_city field allows to transmit the buyer's city. It must consist of alphanumeric characters with a variable length up to 128 characters (*an..128*).
Check that the value entered in the form is correct.

24. ERROR 22

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_cust_country field is not uppercase.

The vads_cust_country field is optional and, if present, must imperatively be uppercase.
For France, **FR** must be submitted in uppercase and not **fr** in lowercase.

The vads_cust_country field does not correspond to any country code.

Make sure that the *vads_cust_country* field submitted in the form respects the ISO 3166 standard.
Here are some country codes:

Code	Country	Code	Country
AT	Austria	GP	Guadeloupe
CI	Ivory Coast	MQ	Martinique
DE	Germany	NC	New Caledonia
ES	Spain	PF	French Polynesia
FR	France	PM	St. Pierre and Miquelon
FR	Corsica	US	United States of America

You will find the list of all country codes on this website: *http://iso.org*

25. ERROR 23

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_phone field is an optional parameter that allows to transmit the buyer's phone number. Its format must imperatively respect the following rules:

- Length: 32 characters maximum
- Type: alphanumeric

26. ERROR 24

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

The vads_url_success field is used to transmit the URL where the buyer will be redirected in case of an accepted payment after having clicked on **Return to shop**. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 1024 characters (*ans..1024*).
Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

27. ERROR 25

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

The vads_url_refused field is used to transmit the URL where the buyer will be redirected in case of a declined payment after having clicked on **Return to shop**. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 1024 characters (*ans..1024*).
Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

28. ERROR 27

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

The vads_url_cancel field is used to transmit the URL to which the buyer will be redirected upon clicking on **Cancel and return to shop** before proceeding to the payment. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 1024 characters (*ans..1024*).
Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

29. ERROR 28

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

30. ERROR 29

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

The vads_url_error field is used to transmit the URL where the buyer will be redirected in case of an internal processing error. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 1024 characters (*ans..1024*).
Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

31. ERROR 30

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The submitted reference does not exist.

Verify the value of *vads_ctx_mode*. It is possible that the token used for the payment exists in TEST mode, but the PRODUCTION mode is submitted in the request.
The tokens created in TEST mode are not recognized in PRODUCTION mode.

The token was not provided.

The vads_identifier field is mandatory when the value of the vads_page_action field is SUBSCRIBE (subscription for a recurring payment) or REGISTER_UPDATE (update of the payment method details). It must be present and correctly populated in the payment form.
Verify that the vads_identifier field has been sent to the payment gateway.

32. ERROR 31

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_contrib allows to transmit the name of the contribution used for the payment (Joomla, osCommerce, number of internal version of your own module, etc.). It must consist of alphanumeric characters with a variable length up to 128 characters (*an..128*).
Check that the value entered in the form is correct.

33. ERROR 32

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_theme_config allows to customize certain elements of the payment page: logos, headers and certain messages. Its format must be (*map*) type, a list of key/value pairs separated by a ";". Each key / value pair contains the name of the key followed by " = ", followed by a value.

Example: vads_theme_config=SIMPLIFIED_DISPLAY=true;RESPONSIVE_MODEL=Model_1

Check that the value entered in the form is correct.

34. ERROR 33

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

The vads_url_check field should be used only in exceptional cases. It is used to transmit the URL of the page to notify at the end of payment by overriding the value entered in the notification rule settings. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 1024 characters (*ans..1024*).
Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

35. ERROR 34

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_redirect_success_timeout field allows to define a delay in seconds before an automatic redirection to the merchant website at the end of an accepted payment. It must consist of numeric characters with a variable length up to 3 characters (*n..3*).

Check that the value entered in the form is correct.

36. ERROR 35

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_redirect_success_message filed allows to define the message that will appear upon automatic redirection to the merchant website if the payment has been accepted. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*). Check that the value entered in the form is correct.

37. ERROR 36

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_redirect_error_timeout field allows to define a delay in seconds before an automatic redirection to the merchant website at the end of a declined payment. It must consist of numeric characters with a variable length up to 3 characters (*n..3*).
Check that the value entered in the form is correct.

38. ERROR 37

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_redirect_error_message filed allows to define the message that will appear upon automatic redirection to the merchant website if the payment has been accepted. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*). Check that the value entered in the form is correct.

39. ERROR 40

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_card_number field is used to enter the card number in clear when requesting payment in case of a silent payment. It must consist of alphanumeric characters with a variable length up to 36 characters (*an..36*).
Check that the value entered in the form is correct.

40. ERROR 41

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_expiry_month field allows to transmit the expiry month of the card used for the payment. It must consist of numeric characters with a variable length up to 2 characters (*n..2*).
Check that the value entered in the form is correct.

41. ERROR 42

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_expiry_year field allows to transmit the expiry year of the card used for the payment. It must consist of numeric characters with a fixed length of 4 characters (*n4*).
Check that the value entered in the form is correct.

42. ERROR 43

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cvv field allows to transmit card security code (in case of a silent payment). It must consist of numeric characters with a variable length up to 2 characters (*n..4*).
Its length can vary between 3 and 4 digits depending on the card type.
Check that the value entered in the form is correct.

43. ERROR 44

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The CVV is absent or the format of one of the following fields is incorrect.

The vads_card_cvv_and_birth error code is specific to payment methods of the CETELEM network. Check that the CVV and the three fields vads_birth_day, vads_birth_month and vads_birth_year are present and correctly filled in.

vads_birth_day indicates the cardholder's day of birth. It must consist of numeric characters with a variable length up to 2 characters (*n..2*).

vads_birth_month indicates the cardholder's month of birth. It must consist of numeric characters with a variable length up to 2 characters (*n..2*).

vads_birth_year indicates the cardholder's year of birth. It must consist of numeric characters with a fixed length of 4 characters (*n4*).

44. ERROR 45

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_card_holder_name field allows to transmit the name of the cardholder. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*).
Check that the value entered in the form is correct.

45. ERROR 46

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_page_action field defines the action that must be performed. It is required.
Possible values are:

- **PAYMENT**
  Payment (using token or not)

- **REGISTER**
  Creating a token without payment

- **REGISTER_UPDATE**
  Updating token details

- **REGISTER_PAY**
  Creating a token during a payment

- **REGISTER_SUBSCRIBE**
  Creating a token during a recurring payment

- **REGISTER_PAY_SUBSCRIBE**
  Creating a token during creation of a recurring payment with payment

- **SUBSCRIBE**
  Using a token to create a recurring payment

- **REGISTER_UPDATE_PAY**
  Updating information associated with the token during a payment

- **ASK_REGISTER_PAY**
  Payment with the token creation option for the cardholder

Check that the value entered in the form is correct.

46. ERROR 47

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The field vads_action_mode was not submitted to the payment gateway.

The *vads_action_mode* field is mandatory. It must be present and correctly populated in the payment form.
Make sure the *vads_action_mode* field is submitted to the payment gateway.

The value of the vads_action_mode field is not correct.

The *vads_action_mode* field should be populated with the following values:

- **INTERACTIVE**: entry of the card details on the payment page of the payment gateway.

- **IFRAME**: entry of the card details on a simplified and streamlined payment page that the merchant can embed into the web page of their choice.

It must be capitalized, with no spaces or abbreviations (sending the INTER value to the payment gateway will cause an error).

47. ERROR 48

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_return_mode field allows to specify the data transmission method used while returning to the merchant website.

Possible values are:

Value	Description
absent, empty or **NONE**	No parameters will be transmitted to the Return URL.
GET	The return fields will be transmitted to the return URL in an HTTP GET form (in the "query string").
POST	The return fields will be transmitted to the return URL in an HTTP POST form. If the return to the shop in done from an environment **other than https**, a security pop-up message will be displayed to the buyer.

Check that the value entered in the form is correct.

48. ERROR 50

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_mpi field enable/disable 3DS authentication for an e-commerce payment. It must consist of numeric characters with a fixed length of 1 character (*n1*).
The possible values are:

- missing or empty

- 0

- 1

- 2

Check that the value entered in the form is correct.

49. ERROR 51

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_enrolled field designates the cardholder's enrollment status. It must consist of alphabetic character with a fixed length of 1 character (*a1*).
The possible values are:

Value	Description
Y	Cardholder enrolled, 3DS authentication possible.
N	Cardholder not enrolled
U	Unable to verify the cardholder's enrollment status.

Check that the value entered in the form is correct.

50. ERROR 52

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_cavv field designates the cardholder authentication through the ACS. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 28 characters (*ans..28*).
Check that the value entered in the form is correct.

51. ERROR 53

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_eci field designates the e-commerce index. It must consist of numeric characters with a variable length up to 2 characters (*n..2*).
Check that the value entered in the form is correct.

52. ERROR 54

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_xid field designates the unique 3DS authentication reference. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 28 characters (*ans..28*).
Check that the value entered in the form is correct.

53. ERROR 55

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_cavvAlgorithm field informs about the algorithm used by the ACS to generate the CAVV value. It must consist of numeric characters with a fixed length of 1 character (*n1*).

The possible values are:

Value	Description
0	HMAC
1	CVV
2	CVV_ATN
3	MasterCard SPA

Check that the value entered in the form is correct.

54. ERROR 56

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_threeds_status field designates the cardholder's authentication status. It must consist of alphabetic character with a fixed length of 1 character (*a1*).
The possible values are:

Value	Description
Y	Successful authentication
N	Authentication error
U	Authentication impossible.
A	Authentication attempt.

Check that the value entered in the form is correct.

55. ERROR 60

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_payment_src field allows to define the payment source

Possible values are:

Value	Description
EC	E-commerce: payment made on the payment page.
MOTO	MAIL OR TELEPHONE ORDER: payment processed by an operator following a MOTO order.
CC	Call center: payment made via a call center.
OTHER	Other: payment made via a different source, e.g. Merchant Back Office.

Check that the value entered in the form is correct.

56. ERROR 61

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_user_info field allows to transmit information about the user at the source of the payment. Its format has the following characteristics:

- Length: 255 characters maximum

- Type: alphanumeric and special characters

Check that the value entered in the form is correct.

57. ERROR 62

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_contracts filed presents a list with a Merchant ID (MID) to use for each acceptance network. Its format must be (*map*) type, a list of key/value pairs separated by a ";". Each key/value pair contains the name of the key followed by "=", followed by a value.

Example: vads_contracts=NETWORK1=contract1;NETWORK2=contract2;NETWORK3=contract3

Check that the value entered in the form is correct.

58. ERROR 63

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_subscription field is an optional parameter used in the case of creating a recurring payment. It designates the ID of the recurring payment ID to create.

It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 50 characters (*ans..50*).

Check that the value entered in the form is correct.

59. ERROR 64

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_sub_desc field is a mandatory parameter used in the case of creating a recurring payment. It designates the recurring payment rule to be applied.

The expected value for this parameter is a chain of characters that comply with the **iCalendar** (Internet Calendar) specification, described in RFC5545 (see *http://tools.ietf.org/html/rfc5545*).

Example

To program installment payments taking place on the last day of each month for 12 months, the rule is:

```
vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=28,29,30,31;BYSETPOS=-1;COUNT=12
```

This rule means that if the current month does not have 31 days, the machine will take the 30th into account. If there is no 30th day in a month, the machine will take the 29th into account, and so on until the 28th.

Make sure that the values entered in the form respect the expected format.

60. ERROR 65

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The recurring amount has not been submitted to the payment gateway.

The *vads_sub_amount* field is a mandatory parameter used for creating a recurring payment. It refers to the amount of installments in case of a recurring payment. It cannot be empty. It must be present and correctly populated in the payment form.
Make sure the recurring amount is submitted to the payment gateway.

The recurring amount submitted to the gateway is equal to ZERO.

Make sure the recurring amount submitted in the form is not equal to ZERO.
Error example

```
[vads_payment_cards=null]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20190707100333]
[vads_cust_country=FR]
[vads_url_return=http://your-shop.com/vads_test/recupvaleur.php?]
[vads_ctx_mode=TEST]
[vads_page_action=REGISTER_PAY_SUBSCRIBE]
[vads_action_mode=INTERACTIVE]
[vads_sub_effect_date=20190721]
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
[vads_trans_id=434134]
[vads_sub_amount=0]
[vads_amount=10000]
[vads_cust_email=xxxxxx@myshop.com]
[vads_payment_config=SINGLE]
[vads_return_mode=GET]
[vads_sub_currency=978]
[vads_site_id=70258842]
```

The recurring amount submitted to the gateway is negative.

Make sure the recurring amount submitted in the form is not negative.
Error example

```
[vads_payment_cards=null]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20190707100333]
[vads_cust_country=FR]
[vads_url_return=http://localhost/test/recupvaleur.php?]
[vads_ctx_mode=TEST]
[vads_page_action=REGISTER_PAY_SUBSCRIBE]
[vads_action_mode=INTERACTIVE]
[vads_sub_effect_date=20190721]
```

The recurring amount submitted to the gateway is negative.

```
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
[vads_trans_id=434134]
[vads_sub_amount=-2590]
[vads_amount=10000]
[vads_cust_email=xxxxxx@myshop.com]
[vads_payment_config=SINGLE]
[vads_return_mode=GET]
[vads_sub_currency=978]
[vads_site_id=70258842]
```

The recurring amount contains some non-numeric characters (comma, point, etc.).

The recurring amount must be expressed in the smallest unit of the used currency.

Examples of vads_sub_amount values

For 25.90 EUR, the value to be transmitted is: "2590".

For 25.90 CHF, the value to be transmitted is: "2590".

For 25.90 BRL, the value to be transmitted is: "2590".

For 100 XPF, the value to be transmitted is: "100".

For 100 CLP, the value to be transmitted is: "100".

Error example

```
[vads_payment_cards=null]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20190707100333]
[vads_cust_country=FR]
[vads_url_return=http://localhost/test/recupvaleur.php?]
[vads_ctx_mode=TEST]
[vads_page_action=REGISTER_PAY_SUBSCRIBE]
[vads_action_mode=INTERACTIVE]
[vads_sub_effect_date=20190721]
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
[vads_trans_id=434134]
[vads_sub_amount=25.90]
[vads_amount=10000]
[vads_cust_email=xxxxxx@myshop.com]
[vads_payment_config=SINGLE]
[vads_return_mode=GET]
[vads_sub_currency=978]
[vads_site_id=70258842]
```

61. ERROR 66

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The recurring amount submitted to the gateway is equal to ZERO.

The *vads_sub_init_amount* field is an optional parameter used for creating a recurring payment. It represents the amount of the <u>first installments</u> of the recurring payment. The value may be empty but cannot be equal to 0.
Make sure the recurring amount submitted in the form is not equal to ZERO.
<u>Error example</u>

```
[vads_payment_cards=null]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20190707100333]
[vads_cust_country=FR]
[vads_url_return=http://localhost/test/recupvaleur.php?]
[vads_ctx_mode=TEST]
[vads_page_action=REGISTER_PAY_SUBSCRIBE]
[vads_action_mode=INTERACTIVE]
[vads_sub_effect_date=20190721]
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
[vads_trans_id=434134]
[vads_sub_amount=2590]
[vads_sub_init_amount=0]
[vads_amount=10000]
[vads_cust_email=xxxxxx@myshop.com]
[vads_payment_config=SINGLE]
[vads_return_mode=GET]
[vads_sub_currency=978]
[vads_language=fr]
[vads_site_id=70258842]
```

The recurring amount submitted to the gateway is negative.

Make sure the recurring amount submitted in the form is not negative.
<u>Error example</u>

```
[vads_payment_cards=null]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20190707100333]
[vads_cust_country=FR]
[vads_url_return=http://your-shop.com/vads_test/recupvaleur.php?]
[vads_ctx_mode=TEST]
[vads_page_action=REGISTER_PAY_SUBSCRIBE]
[vads_action_mode=INTERACTIVE]
[vads_sub_effect_date=20190721]
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
```

The recurring amount submitted to the gateway is negative.

```
[vads_trans_id=434134]
[vads_sub_amount=2590]
[vads_sub_init_amount=-3090]
[vads_amount=10000]
[vads_cust_email=xxxxxx@myshop.com]
[vads_payment_config=SINGLE]
[vads_return_mode=GET]
[vads_sub_currency=978]
[vads_language=fr]
[vads_site_id=70258842]
```

The recurring amount contains some non-numeric characters (comma, point, etc.).

The recurring amount must be expressed in the smallest unit of the used currency.

Examples of vads_sub_init_amount values

For 30.90 EUR, the value to be transmitted is: "30.90".

For 30.90 CHF, the value to be transmitted is: "30.90".

For 30.90 BRL, the value to be transmitted is: "30.90".

For 100 XPF, the value to be transmitted is: "100".

For 100 CLP, the value to be transmitted is: "100".

Error example

```
[vads_payment_cards=null]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20190707100333]
[vads_cust_country=FR]
[vads_url_return=http://localhost/test/recupvaleur.php?]
[vads_ctx_mode=TEST]
[vads_page_action=REGISTER_PAY_SUBSCRIBE]
[vads_action_mode=INTERACTIVE]
[vads_sub_effect_date=20190721]
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
[vads_trans_id=434134]
[vads_sub_amount=2590]
[vads_sub_init_amount=30,90]
[vads_amount=10000]
[vads_cust_email=xxxxxx@myshop.com]
[vads_payment_config=SINGLE]
[vads_return_mode=GET]
[vads_sub_currency=978]
[vads_language=fr]
[vads_site_id=70258842]
```

62. ERROR 67

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The field was not submitted to the payment gateway.

The vads_sub_currency field is mandatory when creating a recurring payment and must be present in the payment form.
Make sure that this field and the currency are submitted to the payment gateway.

The currency is invalid.

The vads_sub_currency field present in the form is incorrect.
Make sure the field value matches the numeric currency code to be used for the payment, in compliance with the ISO 4217 standard (numeric code).
E.g.: 978 for euro (EUR)

63. ERROR 68

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_sub_init_amount_number field is an optional parameter used in the case of creating a recurring payment. It represents the number of installments for which the **vads_sub_init_amount** should be applied. It must consist of numeric characters with a variable length up to 3 characters (*n..3*). Check that the value entered in the form is correct.

64. ERROR 69

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The effective date is not submitted in the YYYYMMDD format (year, month, day).

vads_sub_effect_date is a mandatory parameter used for creating a recurring payment. It allows to define an effective date for a recurring payment.
The effective date indicates when the recurring payment starts. The format of this date is YYYYMMDD.
Example:
For October 17, 2019, the value of the vads_sub_effect_date field must be **20191017**.

The effective date has passed.

The effective date that determines when to start the recurring payment cannot be in the past. Verify that the vads_sub_effect_date value is consistent with the date of creation of the recurring payment.
Example:
If the date of recurrent payment creation is October 17, 2019, the vads_sub_effect_date field cannot be populated with October 15, 2019.

The effective date does not respect the pre-notification delay defined for SEPA DD payments.

In case of a SEPA Direct Debit recurring payment, a pre-notification must be sent at least 14 calendar days before the effective date of the direct debit. Upon a bilateral agreement, this period may be reduced but cannot be less than the date of creation of the recurring payment.
Verify that the value of vads_sub_effect_date corresponds to the defined pre-notification date.

65. ERROR 70

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request. The form is sent empty.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The *signature* field is absent or empty.

The **empty_params** error appears when the *signature* field is absent or empty. **It does not mention a problem of signature computation**.

Check that the *signature* field is present in your form.

Check that the *signature* field is spelled correctly (all lowercase).

Make sure the field value is not empty.

66. ERROR 71

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_available_languages field allows to specify the list of languages available on the payment page.

Its format must be a list of values separated by a "**;**" (*language1;language2;language3...*).

```
vads_available_languages=fr;en;es;pt
```

Language	Value	Default available language
German	de	x
English	en	x
Chinese	zh	x
Spanish	es	x
French	fr	x
Italian	it	x
Japanese	ja	x
Dutch	nl	x
Polish	pl	
Portuguese	pt	x
Russian	ru	x
Swedish	sv	x
Turkish	tr	

Check that the value entered in the form is correct.

67. ERROR 72

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_shop_name field allows to define the shop name as it appears in the summary payment page, the receipt and the confirmation payment e-mail. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 127 characters (*ans..127*).
Check that the value entered in the form is correct.

68. ERROR 73

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the field does not respect the URL format.

The vads_shop_url field is used to transmit the shop URL that appears on the payment page and in payment confirmation e-mails. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 1024 characters (*ans..1024*).
Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

69. ERROR 76

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of one of these fields is incorrect.

The vads_birth_day, vads_birth_month and vads_birth_year fields give information about the cardholder's birthday

vads_birth_day indicates the cardholder's day of birth. It must consist of numeric characters with a variable length up to 2 characters (*n..2*).

vads_birth_month indicates the cardholder's month of birth. It must consist of numeric characters with a variable length up to 2 characters (*n..2*).

vads_birth_year indicates the cardholder's year of birth. It must consist of numeric characters with a fixed length of 4 characters (*n4*).

Check that the value of each 3 parameters entered in the form is correct.

70. ERROR 77

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_cell_phone field allows to transmit the buyer's mobile phone number. It must consist of alphanumeric characters with a variable length up to 32 characters (*an..32*).
Check that the value entered in the form is correct.

71. ERROR 79

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value entered in the field is incorrect.

The vads_token_id field is used to fill in the identifier of the payment order associated with the transaction.
The field should have the following characteristics:

- Length: 32 characters.

- type: alphanumeric.

Example: 909ce3030e5b40e18734ea950001e7c4
Check that the value entered in the form is correct.

72. ERROR 80

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

This parameter allows to transmit the buyer's name. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 63 characters (*ans..63*).
Check that the value entered in the form does not exceed the maximum length.

73. ERROR 81

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_street filed allows to specify the buyer's address. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*).
Depending on the payment method, certain restrictions can change the format.
Check that the value entered in the form is correct.

74. ERROR 82

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_street2 field allows to specify the second line of the buyer's address. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*).
Check that the value entered in the form is correct.

75. ERROR 83

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_city filed allows to specify the the city for shipping. It must consist of alphanumeric characters with a variable length up to 128 characters (*an..128*).
Check that the value entered in the form is correct.

76. ERROR 84

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_state filed allows to specify the buyer's state for shipping. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 127 characters (*ans..127*).
Check that the value entered in the form is correct.

77. ERROR 85

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_zip filed allows to specify the buyer's zip code. It must consist of alphanumeric characters with a variable length up to 64 characters (*an..64*).
Check that the value entered in the form is correct.

78. ERROR 86

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_ship_to_country field is not uppercase.

The vads_ship_to_country field is optional and, if present, must imperatively be uppercase.
For France, **FR** must be submitted in uppercase and not **fr** in lowercase.

The vads_ship_to_country field does not correspond to any country code.

Make sure that the *vads_ship_to_country* field submitted in the form respects the ISO 3166 standard.
Here are some country codes:

Code	Country	Code	Country
AT	Austria	GP	Guadeloupe
CI	Ivory Coast	MQ	Martinique
DE	Germany	NC	New Caledonia
ES	Spain	PF	French Polynesia
FR	France	PM	St. Pierre and Miquelon
FR	Corsica	US	United States of America

You will find the list of all country codes on this website: *http://iso.org*

79. ERROR 87

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_phone_num field is optional parameter and it allows to transmit the shipping buyer's phone number. Its format must imperatively respect the following rules:

- Length: 32 characters maximum

- Type: alphanumeric

80. ERROR 88

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_state filed allows to specify the buyer's state/region. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 127 characters (*ans..127*).
Check that the value entered in the form is correct.

81. ERROR 91

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ext_info field is a customizable field allowing to add additional details to the confirmation e-mail sent to the merchant and to the IPN URL. It must consist of alphanumeric and special characters (except "<" and ">").
Check that the value entered in the form is correct.

82. ERROR 92

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_status field allows to transmit the buyer type.

Possible values are:

- **PRIVATE**,
- **COMPANY**

Check that the value entered in the form is correct.

83. ERROR 93

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_status filed allows to specify the type of the shipping address.

Possible values are:

- **PRIVATE**,

- **COMPANY**

Check that the value entered in the form is correct.

84. ERROR 94

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_type filed allows to specify the shipping type.
Possible values are:

- **RECLAIM_IN_SHOP** for picking up the item at the shop.
- **RELAY_POINT** for using a third-party pick-up network (Kiala, Alveol, etc.).
- **RECLAIM_IN_STATION** for picking up the item at an airport, a guard or a travel agency.
- **PACKAGE_DELIVERY_COMPANY** for shipping by the transporter (Colissimo, UPS, etc.).
- **ETICKET** for sending an electronic ticket, download.

Check that the value entered in the form is correct.

85. ERROR 95

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_speed filed allows to specify the shipping mode.

Possible values are:

- **STANDARD**
- **EXPRESS**
- **PRIORITY**

Check that the value entered in the form is correct.

86. ERROR 96

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_delivery_company_name field allows to define the name of the transporter. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 127 characters (*ans..127*).
Check that the value entered in the form is correct.

87. ERROR 97

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_product_label field allows to define the name of each item in the cart It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 255 characters (*ans..255*).
Check that the value entered in the form is correct.

88. ERROR 98

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_product_typeN field allows to define the type of each item in the cart. **N** corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

Possible values are:

Value	Description
FOOD_AND_GROCERY	Food and grocery
AUTOMOTIVE	Cars / Moto
ENTERTAINMENT	Entertainment / Culture
HOME_AND_GARDEN	Home / Gardening
HOME_APPLIANCE	Household appliances
AUCTION_AND_GROUP_BUYING	Auctions / Group purchasing
FLOWERS_AND_GIFTS	Flowers / Presents
COMPUTER_AND_SOFTWARE	Computers / Software
HEALTH_AND_BEAUTY	Health / Beauty
SERVICE_FOR_INDIVIDUAL	Services for individuals
SERVICE_FOR_BUSINESS	Services for companies
SPORTS	Sports
CLOTHING_AND_ACCESSORIES	Clothes / Accessories
TRAVEL	Travel
HOME_AUDIO_PHOTO_VIDEO	Audio / Photo / Video
TELEPHONY	Telephony

Check that the value entered in the form is correct.

89. ERROR 100

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_product_refN field allows to define the reference of each item in the cart. **N** corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

It must consist of alphanumeric characters with a variable length up to 64 characters (*an..64*).

Check that the value entered in the form is correct.

90. ERROR 101

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_product_qtyN field allows to to define the quantity of each item in the cart. **N** corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

It must consist of numeric characters with a variable length up to 12 characters (*n..12*).

Check that the value entered in the form is correct.

91. ERROR 102

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_product_amount field allows to define the amount of each item in the cart. It must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Check that the value entered in the form is correct.

The amount submitted to the gateway is negative

Make sure the amount submitted in the form is not negative.
Error example: **[vads_product_amountN=-100]**

The amount contains some non-numeric characters (comma, point, etc.).

The amount must be expressed in the smallest unit of the used currency.
Examples of vads_product_amount values
For 100.50 EUR, the value to be transmitted is: "10050".
For 100.50 CHF, the value to be transmitted is: "10050".
For 100.50 BRL, the value to be transmitted is: "10050".
For 100 XPF, the value to be transmitted is: "100".
For 100 CLP, the value to be transmitted is: "100".

Error example: **[vads_product_amountN=100.50]**

92. ERROR 103

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

Depending on the network, the vads_payment_option_code field allows to transmit:

- the code of the payment option in use.

- the number of installments in the case of a payment in installments.

It must consist of alphanumeric characters with a variable length up to 5 characters (*an..5*).
Check that the value entered in the form is correct.

93. ERROR 104

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_first_name field allows to transmit the buyer's first name. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 63 characters (*ans..63*).
Check that the value entered in the form is correct.

94. ERROR 105

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_last_name field allows to transmit the buyer's name. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 63 characters (*ans..63*).
Check that the value entered in the form is correct.

95. ERROR 106

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_first_name field allows to transmit the buyer's first name. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 63 characters (*ans..63*).
Check that the value entered in the form is correct.

96. ERROR 107

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_last_name field allows to transmit the buyer's last name. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 63 characters (*ans..63*).
Check that the value entered in the form is correct.

97. ERROR 108

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_tax_amount parameter allows to define the amount of taxes for the entire order. It must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Check that the value entered in the form is correct.

The amount submitted to the gateway is negative

Make sure the amount submitted in the form is not negative.
Error example: **[vads_tax_amount=-150]**

The amount contains some non-numeric characters (comma, point, etc.).

The amount must be expressed in the smallest unit of the used currency.
Therefore for 1,50 EUR the *vads_tax_amount* field must be set to 150 and not 1,50.
Likewise, for 10 USD, the *vads_tax_amount* field must be set to 1000 and not 10,00 or 10.
For 100 French Pacific Francs (XPF) the *vads_tax_amount* field must be set to 100, as this currency has no cents.
For 100 Chilean Pesos (CLP), the *vads_tax_amount* field must be set to 100, as this currency has no cents.
Error example: **[vads_tax_amount=1.50]**

98. ERROR 109

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_shipping_amount parameter allows to define the shipping fees for the entire order. It must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Check that the value entered in the form is correct.

The amount submitted to the gateway is negative.

Make sure the amount submitted in the form is not negative.
Error example: **[vads_shipping_amount=-1050]**

The amount contains some non-numeric characters (comma, point, etc.).

The amount must be expressed in the smallest unit of the used currency.
Therefore for 10,50 EUR the *vads_shipping_amount* field must be set to 1050 and not 10,50.
Likewise, for 100 USD, the *vads_shipping_amount* field must be set to 10000 and not 100,00 or 100.
For 100 French Pacific Francs (XPF) the *vads_shipping_amount* field must be set to 100, as this currency has no cents.
For 100 Chilean Pesos (CLP), the *vads_shipping_amount* field must be set to 100, as this currency has no cents.
Error example: **[vads_shipping_amount=10.50]**

99. ERROR 110

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_insurance_amount parameter allows to define amount of insurance fees for the entire order.
It must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Check that the value entered in the form is correct.

The amount submitted to the gateway is negative

Make sure the amount submitted in the form is not negative.
Error example: **[vads_insurance_amount=-1050]**

The amount contains some non-numeric characters (comma, point, etc.).

The amount must be expressed in the smallest unit of the used currency.
Therefore for 10,50 EUR the *vads_insurance_amount* field must be set to 1050 and not 10,50.
Likewise, for 100 USD, the *vads_insurance_amount* field must be set to 10000 and not 100,00 or 100.
For 100 French Pacific Francs (XPF) the *vads_insurance_amount* field must be set to 100, as this currency has no cents.
For 100 Chilean Pesos (CLP), the *vads_insurance_amount* field must be set to 100, as this currency has no cents.
Error example: **[vads_insurance_amount=10.50]**

100. ERROR 112

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_address_number filed allows to specify the shipping street number. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 64 characters (*ans..64*).
Check that the value entered in the form is correct.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_district filed allows to specify the shipping district. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 127 characters (*ans..127*).
Check that the value entered in the form is correct.

102. ERROR 114

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_street_number filed allows to specify the shipping street number. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 64 characters (*ans..64*).
Check that the value entered in the form is correct.

103. ERROR 115

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_district filed allows to specify the shipping district. It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 127 characters (*ans..127*). Check that the value entered in the form is correct.

104. ERROR 116

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_user_info field allows to transmit information about the user at the source of the payment. It has the following characteristics:

- Length: 255 characters maximum

- Type: alphanumeric and special characters (except "<" and ">").

Check that the value entered in the form has these characteristics.

105. ERROR 121

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_legal_name field allows to transmit the buyer's legal name. It has the following characteristics:

- Length: 100 characters maximum

- Type: alphanumeric and special characters (except "<" and ">") with a variable length up to 100 characters (*ans..100*).

Check that the value entered in the form has these characteristics.

106. ERROR 124

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_cust_national_id permits to transmit the national identifier that allows each citizen to identify him/herself with a unique ID within a country. It has the following characteristics:

- Length: 255 characters maximum

- Type: alphanumeric and special characters (except "<" and ">").

Check that the value entered in the form has these characteristics.

107. ERROR 125

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_legal_name field allows to transmit the legal name of the shipping recipient. It has the following characteristics:

- Length: 100 characters maximum

- Type: alphanumeric

Check that the value entered in the form has these characteristics.

108. ERROR 127

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_ship_to_delay field allows to define the speed depending on the shipping method when **vads_ship_to_speed** is set to **PRIORITY**.

Possible values are:

- **INFERIOR_EQUALS** for a shipping delay inferior or equal to 1 hour.
- **SUPERIOR** for a shipping delay exceeding 1 hour.
- **IMMEDIATE** for an immediate shipping.
- **ALWAYS** for a 24/7 shipping delay.

Check that the value entered in the form is correct.

109. ERROR 128

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_proof_of_id_type field corresponds to the ID type selected by the buyer during the entry of the payment card details.
The possible values depend on the country:

- **Argentina**
  - **DNI**: Documento Nacional de Identidad
- **Brasil**
  - **CNPJ**: Cadastro Nacional da Pessoa Jurídica
  - **CPF**: Cadastro de Pessoas Físicas
- **Colombia**
  - **CC**: Cédula de ciudadania
  - **TI**: Tarjeta de Identidad
  - **CE**: Cédula de Extranjeria
  - **NI**: Número de Identificación Tributaria
  - **PS**: Pasaporte
  - **TE**: Tarjeta de Extranjeria
  - **DE**: Documenta de Identificacion Extranjero
  - **RN**: Registro Civil de Nacimiento
- **Peru**
  - **DNI_PER**: Documento National de Identidad
  - **PAR**: Partida de Nacimiento
  - **PAS**: Pasaporte
  - **LMI**: Libreta Militar
  - **NAN**: Otro

Check that the value transmitted in the form is correct.

110. ERROR 129

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_proof_of_id_number field is reserved to the entry of the buyer's ID number on the payment page. It must consist of alphanumeric characters with a variable length up to 13 characters (*an..13*). Check that the value entered in the form is correct.

111. ERROR 130

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_acquirer_transient_data field is not populated correctly.

The *vads_acquirer_transient_data* field is used to transmit specific information to one or more networks.
Its value must respect the JSON format.
Example:

```
vads_acquirer_transient_data ={"ACQUIRER_1":{"nameField":"value"}}
```

In case of sending data to multiple networks in a single post, each key/value pair must be separated by a comma.
Example:

```
vads_acquirer_transient_data ={"ACQUIRER_1":{"nameField":"value"},"ACQUIRER_2":
{"nameField01": "value","nameField02":
        "value","nameField03": "value"},"ACQUIRER_3":{"callBackUrl":"https://mydomain-
name.com/return_url"}}
```

112. ERROR 131

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_override_payment_cinematic field is not populated correctly.

The *vads_override_payment_cinematic* field is an optional parameter. It is used by the merchant to request, in case of individual transactions, a payment workflow different from the one specified in their contract.
It can be *empty* or have one of the following values: DIRECT, PRE_AUTO, IMMEDIATE_CAPTURE or DELAYED_CAPTURE.
Sending a value other than those listed will cause an error.
For example, sending the CAPTURE_IMMEDIATE value to the payment gateway will cause an error.

113. ERROR 132

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **132 - signature_wallet_two_steps** error appears only if there is a signature problem during a transaction in two-step via a wallet. Example: **Masterpass in 2 steps**.

The signature computation problem occurred while sending your second payment form.

We invite you to check the following causes.

The MODE (TEST or PRODUCTION) or the key is incorrect.

You can use the gateway in TEST or PRODUCTION mode.
Each mode has its key. Make sure that you use the correct key according to the desired mode.
Check your key in the *Settings > Shop* menu > *Keys* tab of your Merchant Back Office.

The signature is not transmitted or the transmitted one does not match with the signature computation rule.

Check that the *signature* field is present in your form.
Check that the *signature* field is spelled correctly (all lowercase).
Make sure the field value is not empty.
When computing, the values of the following parameters are required in this order: *vads_amount + vads_ctx_mode + vads_currency + vads_payment_option_code + vads_site_id*
Check that you have not forgotten a parameter or added an optional parameter.
Make sure the fields were sorted correctly.
Reminder of the computation method

1. *Sort the fields starting with **vads_** __alphabetically__.*

2. *Concatenate the values of these fields separating them with the "**+**" character.*

3. *Add the value of the key at the end of the chain separating them with the "**+**" character.*

4. According to the signature algorithm defined in your shop configuration:

   a. If your shop is configured to use "SHA-1", apply the **SHA-1** hash function to the chain obtained during the previous step.

   b. If your shop is configured to use "HMAC-SHA-256", compute and encode in Base64 format the message signature using the **HMAC-SHA-256** algorithm with the following parameters:

      • the SHA-256 hash function,

      • the test or production key (depending on the value of the **vads_ctx_mode** field) as a shared key,

      • the result of the previous step as the message to authenticate.

For more information, please refer to the *Hosted Payment Form Implementation Guide*.

114. ERROR 133

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **eligible_amount_invalid** error appears during a transaction via Conecs Electronic Meal Vouchers.

We invite you to check the following reason.

The amount contains some non-numeric characters (comma, point, etc.).

The amount must be expressed in the smallest unit of the used currency.
For CONECS, for example, the *vads_acquirer_transient_data* field should be valued as follows:
vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}

Therefore for 12.99 euros, the *eligibleAmount* field must be set to 1299 and not 12.99.

Likewise, for 100 euros, the *eligibleAmount* field must be set to 10000 and not 100.00 or 100.

Make sure the value of the **eligibleAmount** element does not contain the *comma*, *semicolon* and *period* characters ("**.**", "**,**", "**;**")

115. ERROR 134

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **eligible_amount_negative** error appears during a transaction via Conecs Electronic Meal Vouchers.

We invite you to check the following reason.

The expressed amount is negative.
Make sure the value of **eligibleAmount** element is not negative (-). For CONECS, for example, the *vads_acquirer_transient_data* field should be valued as follows: **vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}** Therefore for 12.99 euros, the *eligibleAmount* field must be set to 1299 and not **-1299**.

116. ERROR 135

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **eligible_amount_inconsistency** error appears during a transaction via Conecs Electronic Meal Vouchers.

We invite you to check the following reason.

The expressed amount is greater than the transaction amount.

Make sure the value of **eligibleAmount** element is not greater than the transaction amount.
For CONECS, for example, the *vads_acquirer_transient_data* field should be valued as follows:
vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}

For example, if the transaction amount is **12.50 euros**, the *eligibleAmount* element must be populated at the maximum with this amount but never above.

117. ERROR 136

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **eligible_amount_missing_or_misspeled** error appears during a transaction via Conecs Electronic Meal Vouchers.

We invite you to check the following reason.

eligibleAmount is missing or misspelled.

Make sure that the **eligibleAmount** element is present and well spelled.

For CONECS, for example, the *vads_acquirer_transient_data* field should be valued as follows:

vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}

118. ERROR 137

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **eligible_amount_min** error appears during a transaction via Conecs Electronic Meal Vouchers.

We invite you to check the following reason.

The expressed amount is less than the authorized amount.

The value of the **eligibleAmount** element cannot be between 0.01 cents and 0.99 cents.
The amount must be expressed in the smallest unit of the used currency.
For CONECS, for example, the *vads_acquirer_transient_data* field should be valued as follows:
vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}
For 12,99 EUR, the *eligibleAmount* field must be set to 1299 and not 12,99.
But, the amount expressed in the **eligibleAmount** element can not be between **0,01 cents** and **0,99 cents**. It must always be greater than or equal to 1 EUR (written 100).

119. ERROR 138

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_url_post_wallet field is not populated correctly.

The *vads_url_post_wallet* field allows merchants to provide a URL on which they will be recalled during exchanges when using wallets.

The gateway uses it, for example, to provide you with useful information about the buyer during a two-step transaction using a wallet.

Example: **vads_url_post_wallet = https://mydomain-name.com/return_url**

Make sure the field respects the format of a URL.

- Verify the used protocol (http:// or https://).

- Make sure the domain name is renamed with a correct extension (e.g.: .com / .net / etc.)

120. ERROR 153

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_tax_rate field allows to define the tax rate (VAT) applied to orders made in the shop. Its format must be (*enum*).
The possible values are:

- **19.00**
  IVA (19%): VAT applied to services and products.

- **8.00**
  Consumo (8%): VAT applied to food and restaurants.

- **0.00**

Check that the value entered in the form is correct.

The amount contains forbidden characters (comma, %, etc.).

The value must be expressed in XX.XX format, with a **dot** as the separator and without the **percentage %** suffix.

- The decimal separator is mandatory for displaying a percentage.

- It is represented by the "**.**" symbol.

Examples of errors:
[vads_tax_rate=19,0]
[vads_tax_rate=19.0%]

121. ERROR 154

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_totalamount_vat field allows to define the total amount of taxes applied to the whole order. It must consist of numeric characters with a variable length up to 12 characters (*n..12*).

Check that the value entered in the form is correct.

Example of a correct value

[vads_totalamount_vat=3000]

The amount must be expressed in the smallest unit of the used currency (cents for euro).

E.g.: 4525 for EUR 45.25

Examples of errors:

[vads_totalamount_vat=30.00]

[vads_totalamount_vat=3.000]

Make sure the amount submitted in the form is not negative.

Example of error:**[vads_totalamount_vat=-3000]**

122. ERROR 156

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

123. ERROR 157

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

124. ERROR 158

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ⓘ   Details of this error code are not yet available, please *contact support* for more information.

125. ERROR 159

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

126. ERROR 160

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ⓘ   Details of this error code are not yet available, please *contact support* for more information.

127. ERROR 161

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

🛈   Details of this error code are not yet available, please *contact support* for more information.

128. ERROR 162

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

129. ERROR 163

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

🛈   Details of this error code are not yet available, please *contact support* for more information.

130. ERROR 164

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ Details of this error code are not yet available, please *contact support* for more information.

131. ERROR 165

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

> ℹ️ Details of this error code are not yet available, please *contact support* for more information.

132. ERROR 166

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ⓘ   Details of this error code are not yet available, please *contact support* for more information.

133. ERROR 168

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️   Details of this error code are not yet available, please *contact support* for more information.

134. ERROR 169

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️   Details of this error code are not yet available, please *contact support* for more information.

135. ERROR 170

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **FRANFINANCE_UNRECOGNIZED_FIELD** error appears during a transaction via Franfinance.

We invite you to check the following reason(s) to resolve the issue:

Transmitted keys not recognized for the FRANFINANCE key.

By default, the rules for fee application upon a 3xWEB or 4xWEB payment are defined in MID configuration.
However, the merchant has the possibility to enable or disable fee application via his or her payment form.
To do so, the vads_acquirer_transient_data field should be valued as follows:

- To enable fee application upon a 3xWEB payment only:

```
vads_acquirer_transient_data={"FRANFINANCE":{"FEES_3X":"Y","FEES_4X":"N"}}
```

- To enable fee application upon a 4xWEB payment only:

```
vads_acquirer_transient_data={"FRANFINANCE":{"FEES_3X":"N","FEES_4X":"Y"}}
```

- To enable fee application upon a 3xWEB and a 4xWEB payment:

```
vads_acquirer_transient_data={"FRANFINANCE":{"FEES_3X":"Y","FEES_4X":"Y"}}
```

- To disable fee application upon a 3xWEB and a 4xWEB payment:

```
vads_acquirer_transient_data={"FRANFINANCE":{"FEES_3X":"N","FEES_4X":"N"}}
```

- To enable fee application upon 3xWEB payment and leave the default choice for the 4xWEB payment:

```
vads_acquirer_transient_data={"FRANFINANCE":{"FEES_3X":"Y"}}
```

Make sure you send the **FEES_3X** and **FEES_4X** keys with the values "**Y**" or "**N**".

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **FRANFINANCE_3X_FEES_OPTION** error appears during a transaction via Franfinance.

We invite you to check the following reason(s) to resolve the issue:

The FEES 3X value is invalid.

By default, the rules for fee application upon a 3xWEB payment is defined in MID configuration. However, the merchant has the possibility to enable or disable fee application via his or her payment form.

To do so, the vads_acquirer_transient_data field should be valued as follows:

- to enable fees:

```
vads_acquirer_transient_data ={"FRANFINANCE":{"FEES_3X":"Y"}}
```

- to disable fees:

```
vads_acquirer_transient_data ={"FRANFINANCE":{"FEES_3X":"N"}}
```

Make sure that you transmit the "**Y**" or "**N**" values for the **FEES_3X** key.

137. ERROR 172

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **FRANFINANCE_4X_FEES_OPTION** error appears during a transaction via Franfinance.

We invite you to check the following reason(s) to resolve the issue:

The FEES_4X value is invalid.

By default, the rules for fee application upon a 4xWEB payment is defined in MID configuration. However, the merchant has the possibility to enable or disable fee application via his or her payment form.

To do so, the vads_acquirer_transient_data field should be valued as follows:

- to enable fees:

```
vads_acquirer_transient_data ={"FRANFINANCE":{"FEES_4X":"Y"}}
```

- to disable fees:

```
vads_acquirer_transient_data ={"FRANFINANCE":{"FEES_4X":"N"}}
```

Make sure that you transmit the "**Y**" or "**N**" values for the **FEES_4X** key.

138. ERROR 173

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_order_description field allows to transmit an order description in order to display it on the payment receipt and in the payment registration confirmation e-mail (in case of payment in cash).
It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 65 characters (*ans..65*).
Check that the value entered in the form is correct.

139. ERROR 174

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_collection_expiry_date field allows to transmit the deadline for the collection of funds of a cash payment.
Its format must be "dateTime".
Example: 2020-02-17T14:02:17+00:00

Check that the value entered in the form is correct.

140. ERROR 175

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

data is missing or misspelled.

Make sure that the **data** element is present and well spelled.

For a FULLCB payment, the *vads_acquirer_transient_data* field should be valued as follows:

vads_acquirer_transient_data ={"FULLCB":{"data":"value"}}

141. ERROR 176

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The number of elements in the json object is invalid.

For a FULLCB payment, the *vads_acquirer_transient_data* field should be valued as follows:
vads_acquirer_transient_data ={"FULLCB":{"data":"value"}}

142. ERROR 177

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.
The vads_submerchant_name field allows the payment facilitator to transmit the sub-merchant's legal name.
The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 255 characters.

143. ERROR 178

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_url field allows the payment facilitator to transmit the sub-merchant's URL.
The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">), and its length must not exceed 128 characters.

144. ERROR 179

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_phone field allows the payment facilitator to transmit the sub-merchant's phone number.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 32 characters.

145. ERROR 180

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_address field allows the payment facilitator to transmit the sub-merchant's address.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 255 characters.

146. ERROR 181

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_address2 field allows the payment facilitator to transmit the sub-merchant's additional address details.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 255 characters.

147. ERROR 182

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_zip field allows the payment facilitator to transmit the sub-merchant's zip code. The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">), and its length must not exceed 64 characters.

148. ERROR 183

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_city field allows the payment facilitator to transmit the sub-merchant's city.
The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">), and its length must not exceed 128 characters.

149. ERROR 184

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_country field allows the payment facilitator to transmit the sub-merchant's country.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 64 characters.

150. ERROR 185

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_mcc field allows the payment facilitator to transmit the sub-merchant's MCC (Merchant Category Code) code.
The value must consist of numeric characters and must not exceed 4 digits.

151. ERROR 186

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_mid field allows the payment facilitator to transmit the acceptance contract ID of the sub-merchant.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 64 characters.

152. ERROR 187

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_soft_descriptor field allows the payment facilitator to transmit the label (soft descriptor) of the sub-merchant that appears on the buyer's bank statement.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 255 characters.

153. ERROR 188

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_company_type field allows the payment facilitator to transmit the sub-merchant's type of company.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 60 characters.

154. ERROR 189

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_submerchant_legal_number field allows the payment facilitator to transmit the sub-merchant's legal number.

The value must consist of alphanumeric characters. It might contain special characters (except "<" and ">"), and its length must not exceed 24 characters.

155. ERROR 190

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_nb_products field allows you to specify the number of items in the cart.
The value must be an integer and must not exceed 12 characters.

156. ERROR 191

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ⓘ   Details of this error code are not yet available, please *contact support* for more information.

157. ERROR 192

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ Details of this error code are not yet available, please *contact support* for more information.

158. ERROR 203

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The format of the field is incorrect.

The vads_product_vat field allows to define the tax amount or tax rate of each item in the cart.
It can be set:

- with an integer to indicate the amount of taxes applied to the item

- with a decimal number less than 100 to indicate the tax rate applied to the item.
  The decimal separator is mandatory for displaying a percentage.
  The decimal separator is represented by the "." symbol.

Check that the value entered in the form is correct.

The amount submitted to the gateway is negative

Taxes amount must be expressed in the smallest unit of the used currency.
E.g.: 4525 for EUR 45.25
Make sure the amount submitted in the form is not negative.
Error example: **[vads_product_vat=-150]**

The transmitted value contains unsupported characters.

The tax rate must be expressed by a decimal number less than 100. The decimal separator is represented by the "**.**" symbol
E.g.: 20.0 or 19.6532
Error example: **[vads_product_vat=1.50]**

159. ERROR 204

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The algorithm used for signature computation does not correspond to the algorithm defined in your shop settings.

The signature algorithm is defined in your Merchant Back Office (menu **Settings** > **Shop** > **Keys** tab > **Security of data exchange** section).
SHA-1 or **HMAC-SHA-256**

For signature computation, make sure that you apply the same algorithm as the one defined in your Merchant Back Office.

160. ERROR 999

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

One of the fields of your form contains data that strongly resembles a credit card number.

For security reasons, the gateway cannot store non-encrypted credit card numbers.
Additionally, if the gateway detects a field that resembles a credit card number in the payment form, the payment request is automatically rejected.
The field that resembles a credit card number is present in the e-mail that you will receive. This field contains XXXXXX.
In the example on this page, this field is *vads_order_id*, but it can also be another field.

One of the fields of your form contains the production or test key.

For security reasons, the gateway detects if the production or test key is present in the payment form.
In this case, the payment request is automatically rejected.

161. ERROR 10000

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

Your payment is an installment payment, but your offer does not authorize it.

You have requested the creation of an installment payment, but your offer does not allow it.

The activation of the payment in installments feature is subject to the prior agreement of La Banque Postale. Please get in touch with your customer advisor.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your shop is not authorized to manipulate card tokens.

Using card tokens or SEPA direct debit mandates requires subscription to the corresponding service.
We invite you to contact the E-Banking Merchant Support Service for more information.

163. ERROR 10002

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

Your payment is an installment payment, but your offer does not authorize it.

You have requested the creation of an installment payment, but your offer does not allow it.

The activation of the payment in installments feature is subject to the prior agreement of La Banque Postale. Please get in touch with your customer advisor.

164. ERROR 10100

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your shop has no MID number associated with it.

In order to make payments, your shop must be associated with a Merchant ID.

Solutions:

- Associate a MID with your shop via your Merchant Back Office (**Settings** > **Shop** > **MID association** menu).

- Contact the E-Banking Merchant Support Service.

165. ERROR 10101

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

No MIDs associated with your shop can be used

Your shop is associated with several MIDs, but none of them correspond to the criteria specified in the payment form.

The error page states the reason for which every MID has been invalidated for this payment request.

There can be many possible reasons, including:

- the MID is closed
- the payment restrictions are not respected (minimum/maximum amount)
- the Merchant ID does not support the TEST mode
- the Merchant ID does not support e-commerce payments
- ...

You can update your payment form to reduce the number of returned errors.

166. ERROR 10102

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

No card types enabled within your MIDs can be used

Your shop is associated with one or several MIDs.
At least one of these MIDs is "eligible" to process the payment request.
However, none of the card types enabled within the "eligible" MID(s) correspond to the criteria defined in the payment form.
The error page states the reason for which every card type has been invalidated for this payment request.
There can be many possible reasons, including:

- the payment restrictions are not respected (minimum/maximum amount)

- the card type does not support deferred payments

- the card type does not support installment payments

- the card type does not support recurring payments

- ...

You can update your payment form to reduce the number of returned errors.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested payment method is not supported by your shop

You have transmitted a value (or a list of values) in the **vads_payment_cards** field.
This value (or all the values on the list) is/are not supported by the MID(s) associated with your shop.
To resolve the issue:

- Change the value of the **vads_payment_cards** field in your payment form.

- Check or update the MID association of your shop via your Merchant Back Office (**Settings** > **Shop** menu > **MID association** tab).

168. ERROR 10104

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The payment method used for the payment is not supported by your shop.

You have transmitted a value (or a list of values) in the **vads_payment_cards** field to specify the card types that can be used for the payment.

This value (or all the values on the list) is/are supported by the MID(s) associated with your shop.

However, none of these card types are enabled within the MID(s) associated with your shop.

To resolve the issue:

- Update MID association via your Merchant Back Office (**Settings** > **Shop** menu > **MID association** tab).

- Contact the E-Banking Merchant Support Service.

169. ERROR 10105

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested MID does not exist

The value transmitted in the **vads_contracts** field of your payment form does not correspond to a MID declared within your company.

Solutions:

- See the list of available MID numbers via your Merchant Back Office (**Settings** > **Shop** > **MID association** menu).

- Make sure to use the network corresponding to your MID (for more information, see the definition of the **vads_contracts** field in the Hosted Payment Page - Implementation guide).

- Contact the E-Banking Merchant Support Service.

170. ERROR 10106

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested MID is not associated with your shop

The value transmitted in the **vads_contracts** field of your payment form corresponds to an existing MID that is not associated with your shop.

Solutions:

- Update MID association via your Merchant Back Office (**Settings** > **Shop** menu > **MID association** tab).

- Change the value of the **vads_contracts** field in your payment form.

- Contact the E-Banking Merchant Support Service.

171. ERROR 10107

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Merchant ID does not support e-commerce payments

The verification process performed by the payment gateway, based on the parameters transmitted in your payment form, has resulted in selecting a MID that does not support e-commerce payments.

Is your shop associated with only one MID?

Solutions:

- Update MID association via your Merchant Back Office (**Settings** > **Shop** menu > **MID association** tab).

- Contact the E-Banking Merchant Support Service.

Is your shop associated with an e-commerce and a distance sales MID?

Solutions:

- Change the value of the **vads_contracts** field in your payment form if the transmitted value corresponds to your MID number of distance sales type.

- Change the value of the **vads_payment_cards** field in your payment form if the transmitted value does not correspond to a card type enabled within your e-commerce MID.

- Contact the E-Banking Merchant Support Service to update the card types enabled within your MID.

172. ERROR 10108

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Merchant ID does not support distance payments

The verification process performed by the payment gateway, based on the parameters transmitted in your payment form, has resulted in selecting a MID that does not support payments of distance sales type (the **vads_payment_src** field is set to **MOTO** in your payment form).

Solutions:

- See the definition of the **vads_payment_src** field in the Hosted Payment Page - Implementation guide and check if this use case meets your requirements. If not, delete the field from your form.

- Update MID association via your Merchant Back Office (**Settings** > **Shop** > **MID association** menu) if this use case meets your requirements and if your shop is associated with only one e-commerce MID.

- Contact the E-Banking Merchant Support Service.

173. ERROR 10109

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Merchant ID does not support TEST payments

The verification process performed by the payment gateway, based on the parameters transmitted in your payment form, has resulted in selecting a MID that does not support TEST payments.

174. ERROR 10110

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Merchant ID does not support production payments

The verification process performed by the payment gateway, based on the parameters transmitted in your payment form, has resulted in selecting a MID that does not support PRODUCTION payments.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested MID is closed

The MID number (**vads_contracts**) transmitted in the form corresponds to a closed MID.

To resolve the issue:

- Change the value of the **vads_contracts** field in order to use an active MID.

- Contact the E-Banking Merchant Support Service.

176. ERROR 10112

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The operating mode is not defined within the requested MID

The gateway cannot determine the operating mode of the MID specified in the form.

To resolve the issue:

- Contact the E-Banking Merchant Support Service.

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Impossible to update a SEPA mandate with a credit card

The token (**vads_identifier**) transmitted in your payment form is associated with a payment method of "mandate" type.

The value of the vads_payment_cards field does not correspond to a type of credit card.

Payment methods of "credit card" type cannot be used for updating tokens of "mandate" type

178. ERROR 10114

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Impossible to update a card token with a SEPA mandate
The token (**vads_identifier**) transmitted in your payment form is associated with a payment method of "credit card" type.
The vads_payment_cards field is set to **SDD**.
Payment methods of "mandate" type cannot be used for updating tokens of "credit card" type.

179. ERROR 10115

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The effective date of the SEPA recurring payment has passed

The effective date chosen to close the recurring payment cannot be in the past. Make sure that the transmitted value is consistent with the effective date of the recurring payment.
Example:
If the recurring payment was created on November 17th 2019, the transmitted value cannot be set to November 15th 2019.
Warning:
The effective date indicates when the recurring payment starts, its format is **YYYYMMDD**.

The effective date does not respect the pre-notification delay defined for SEPA recurring payments.

In case of a SEPA Direct Debit recurring payment, a pre-notification must be sent at least 14 calendar days before the effective date of the direct debit. Upon a bilateral agreement, this period may be reduced but cannot be less than the date of creation of the recurring payment.
Make sure that the transmitted value corresponds to the established pre-notification date.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ   Details of this error code are not yet available, please *contact support* for more information.

181. ERROR 10117

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The transmitted amount is higher than the amount authorized by your MID

The amount transmitted in the form is higher than the maximum amount authorized by your MID.

To resolve the issue:

- Decrease the value of the **vads_amount** field.

- Contact the E-Banking Merchant Support Service.

182. ERROR 10118

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The transmitted amount is lower than the minimum amount authorized by your MID

The amount transmitted in the form is higher than the maximum amount authorized by your MID.

To resolve the issue:

- Increase the value of the **vads_amount** field.

- Contact the E-Banking Merchant Support Service.

183. ERROR 10119

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The transmitted amount is higher than the amount authorized by your acquirer

The amount transmitted in the form is higher than the maximum amount authorized by your acquirer.

To resolve the issue:

- Decrease the value of the vads_amount field.

- Ask your acquirer to raise the authorized limit.

184. ERROR 10120

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The transmitted amount is lower than the minimum amount authorized by your acquirer

The amount transmitted in the form is lower than the minimum amount authorized by your acquirer.

To resolve the issue:

- Increase the value of the vads_amount field.

- Ask your acquirer to decrease the authorized limit.

185. ERROR 10121

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified card type does not support installment payments

You have requested the creation of an installment payment (vads_payment_config field).
However, the transmitted value of the vads_payment_cards field corresponds to a card type that does not support installment payments.

186. ERROR 10122

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified card type does not support recurring payments

You have requested the creation of a recurring payment (vads_page_action field).
However, the transmitted value of the vads_payment_cards field corresponds to a card type that does not support recurring payments.

187. ERROR 10123

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your MID has not been remotely configured

In order to accept payments, your MID requires configuration elements from your acquirer.

To resolve the issue:

• Contact the E-Banking Merchant Support Service and request remote configuration of your MID.

188. ERROR 10124

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The specified currency is not supported

The currency (vads_currency) transmitted in your payment form is not supported by the specified MID (vads_contracts) or by the specified card type (vads_payment_cards).

To resolve the issue:

- Change the currency transmitted in your form.

- Update MID association via your Merchant Back Office (**Settings** > **Shop** > **MID association** menu) by associating an e-commerce MID that accepts the specified currency.

- Contact the E-Banking Merchant Support Service.

189. ERROR 10125

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Merchant ID does not support recurring payments

You have requested the creation of a recurring payment (vads_page_action field).
However, the specified MID (vads_contracts) does not support recurring payments.

190. ERROR 10126

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified MID only supports recurring payments

You have requested the creation of a single payment (vads_page_action field).
However, the specified MID (vads_contracts) only supports recurring payments.

191. ERROR 10127

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified payment method does not support tokenization.

You have requested to record a payment method (vads_page_action field).
However, the specified payment method (vads_payment_cards) does not support tokenization.

192. ERROR 10128

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Sofort MID configuration is incomplete.

You have requested the creation of payment on the SOFORT network. However, you have not populated the API Key field in your contract configuration.

To resolve the issue:

- Sign in to your Merchant Back Office and via **Settings** > **Company**, open the **Merchant IDs** tab. Double-click your Sofort contract to complete the configuration.

193. ERROR 10129

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Sofort MID configuration is incomplete.

You have requested the creation of payment on the SOFORT network. However, you have not populated the Project ID field in your contract configuration.

To resolve the issue:

- Sign in to your Merchant Back Office and via **Settings** > **Company**, open the **Merchant IDs** tab. Double-click your Sofort contract to complete the configuration.

194. ERROR 10130

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your MID does not support payments by token via PayPal

Your payment is a payment by token via PayPal and your MID does not authorize it.
Therefore, your payment request will be rejected.
To resolve the issue:

- Ask your PayPal account manager to check whether the "Reference Transactions" option is enabled for your MID.

- From your Merchant Back Office, open the menu **Settings** > **Company** and click on the **Merchant IDs** tab.

- Select your PayPal or PayPal Sandox MID.

- In the **Authorization management** view, click the **Give token permission** button to authorize the payment gateway to automatically direct recurring payments to your PayPal account.

195. ERROR 10131

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your payment gateway is not authorized to make payments with your PayPal account.

In order to accept PayPal payments, you must authorize the payment gateway to make payments for you.

To resolve the issue:

1. Sign in to your Merchant Back Office:

2. Click **Settings** > **Company** > **Merchant IDs** tab.

3. Select your PayPal MID.

4. In the **Authorization management** view, click:

   - **Give authorization** to receive "single" payments automatically on the PayPal account

   - **Give token authorization** to receive recurring payments automatically on the PayPal account

For more information, see the documentation for PayPal payment integration.

196. ERROR 10132

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your payment gateway is not authorized to make payments with your PayPal account anymore.

In order to accept PayPal payments, you must authorize the payment gateway to make payments for you.

To resolve the issue:

1. Sign in to your Merchant Back Office:

2. Click **Settings** > **Company** > **Merchant IDs** tab.

3. Select your PayPal MID.

4. In the **Authorization management** view, click:

   - **Give authorization** to receive "single" payments automatically on the PayPal account
   - **Give token authorization** to receive recurring payments automatically on the PayPal account

For more information, see the documentation for PayPal payment integration.

197. ERROR 10133

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your MID has not been enrolled.

You have forced the payment method to be used (vads_payment_cards) in your payment form. However, the transmitted payment method needs enrollment.

Solutions:

- From your Merchant Back Office, open the menu **Settings** > **Company**. Click **Merchant IDs** and select your MID. Click on the **enrollment** tab then on the **Enrol Merchant ID (MID)** button.

- Contact the E-Banking Merchant Support Service.

198. ERROR 10135

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified amount is less than the minimum supported amount

You have forced the payment method to be used (vads_payment_cards) in your payment form. However, the transmitted amount is lower than the minimum amount supported by SOFORT payment method.

199. ERROR 10136

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested payment method is not supported in the buyer's country.

You have forced the payment method to be used (**vads_payment_cards**) in your payment form. However, this payment method is not available in the country (**vads_cust_country**) specified by the buyer.

200. ERROR 10137

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified amount is higher than the maximum supported amount

You have forced the payment method to be used (vads_payment_cards) in your payment form. However, the transmitted amount is higher than the maximum amount supported by this payment method.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified amount is less than the minimum supported amount

You have forced the payment method to be used (vads_payment_cards) in your payment form. However, the transmitted amount is lower than the minimum amount supported by this payment method.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The vads_capture_delay field is not populated correctly.

In the case of a payment by payment initiation, also known as transfer initiation, the vads_capture_delay field must be *empty* or take the value : 0.
Sending a value causes an error.

203. ERROR 10140

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's e-mail address is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's e-mail address (vads_cust_email) is mandatory.

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's first name is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's first name (vads_cust_first_name) is mandatory.

205. ERROR 10142

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's name is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's name (vads_cust_last_name) is mandatory.

206. ERROR 10143

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's address is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's address (vads_cust_address) is mandatory.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's zip code is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's zip code (vads_cust_zip) is mandatory.

208. ERROR 10145

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's city is not provided in the submitted form.

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's city (vads_cust_city) is mandatory.

209. ERROR 10146

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's country is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's country (vads_cust_country) is mandatory.

210. ERROR 10147

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The shopping cart items is mandatory for this payment type.

You have requested the creation of a payment on a network that requires the sending of the shopping cart items in the authorization request.
However, the shopping cart fields are missing from your payment form.

To resolve the issue:

- Edit your payment form to transmit the shopping cart items via the following fields:
    - **vads_nb_products**
    - **vads_product_amountN**
    - **vads_product_labelN**
    - **vads_product_qtyN**
    - **vads_product_refN**
    - **vads_product_typeN**
    - **vads_product_vatN**

where **N** corresponds to the index of the item.

211. ERROR 10148

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The amount of the shopping cart items is mandatory for this payment type.

You have requested the creation of a payment on a network that requires the sending of the amount of the shopping cart items in the authorization request. Here is the list of networks concerned:

- **KLARNA**

However, the **vads_product_amount** field is missing from your payment form.

To resolve the issue:

- Edit your payment form to transmit the amount of the shopping item via the following field:
  vads_product_amountN.

(**N** corresponds to the index of the item).

212. ERROR 10149

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The label of the shopping cart items is mandatory for this payment type.

You have requested the creation of a payment on a network that requires sending the label of the shopping cart items in the authorization request. Here is the list of networks concerned:

- **KLARNA**

However, the **vads_product_label** field is missing from your payment form.

To resolve the issue:

- Edit your payment form to transmit the label of the shopping item via the following field: **vads_product_labelN**.

(**N** corresponds to the index of the item).

213. ERROR 10150

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The reference of the shopping cart items is mandatory for this payment type.

You have requested the creation of a payment on a network that requires sending the reference of the shopping cart items in the authorization request. Here is the list of networks concerned:

- **KLARNA**

However, the **vads_product_ref** field is missing from your payment form.

To resolve the issue:

- Edit your payment form to transmit the reference of the shopping item via the following field: **vads_product_refN**.

(**N** corresponds to the index of the item).

214. ERROR 10151

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The quantity of the shopping cart items is mandatory for this payment type.

You have requested the creation of a payment on a network that requires sending the quantity of items in the authorization request. Here is the list of networks concerned:

- **KLARNA**

However, the **vads_product_qty** field is missing from your payment form.

To resolve the issue:

- Edit your payment form to transmit the quantity of the shopping item via the following field: **vads_product_qtyN**.

(**N** corresponds to the index of the item).

215. ERROR 10152

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's cell phone number is not provided in the submitted form

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the buyer's cell phone number (vads_cust_cell_phone) is mandatory.

216. ERROR 10153

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The specified cell phone number is invalid.

You have forced the payment method to be used (vads_payment_cards) in your payment form.
For this payment method, the cell phone number (vads_cust_cell_phone) must:

- be valid,

- correspond to the specified country (vads_cust_country).

217. ERROR 10154

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

Your shop configuration is incomplete.

Your shop is associated with a SEPA DIRECT DEBIT (**SDD**) MID, but some configuration items have not been provided.

To resolve the issue:

- To accept **SDD** payments, you must first submit your SEPA Creditor Identifier (**SCI**) to your payment gateway. Please contact the E-Banking Merchant Support Service to finalize your shop configuration.

218. ERROR 10155

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your ANCV MID configuration is incomplete.

You have requested the creation of payment on the ANCV network. However, the date of the ANCV certificate is missing from your contract configuration.

To resolve the issue:

- Contact the E-Banking Merchant Support Service to transmit the missing elements.

219. ERROR 10156

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your ANCV MID configuration is incorrect.

You have requested the creation of payment on the ANCV network. However, the date of the ANCV certificate is incorrect in your contract configuration.

To resolve the issue:

- Contact the E-Banking Merchant Support Service to correct the date of your ANCV certificate.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Ceridian MID configuration is incorrect.

You have requested the creation of payment on the Ceridian network. However, the username is missing from your contract configuration.

To resolve the issue:

• Contact the E-Banking Merchant Support Service to transmit the missing elements.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Ceridian MID configuration is incorrect.

You have requested the creation of payment on the Ceridian network. However, the **Routing ID** field is missing in the configuration of your MID.

To resolve the issue:

• Contact the E-Banking Merchant Support Service to transmit the missing elements.

222. ERROR 10159

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Ceridian MID configuration is incorrect.

You have requested the creation of payment on the Ceridian network. However, the corresponding password is missing in the configuration of your MID.

To resolve the issue:

- Contact the E-Banking Merchant Support Service to transmit the missing elements.

223. ERROR 10160

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

> ℹ Details of this error code are not yet available, please *contact support* for more information.

224. ERROR 10161

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The order ID is mandatory for this payment type.

You have requested the creation of a payment on a network that requires the sending of the order ID in the authorization request. Here is the list of networks concerned:

- **ACCORD**
- **EPNF**
- **FULLCB**

However, the **vads_order_id** field is missing from your payment form.

To resolve the issue:

- Edit your payment form to transmit the order ID in the **vads_order_id** field.

225. ERROR 10163

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

226. ERROR 10164

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

227. ERROR 10165

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Action not supported.

The action that you have requested in your payment request (via the vads_page_action field) is not supported by the payment method specified via the vads_payment_cards field or any contract associated with your shop.

To resolve the issue:

- Update the value of the vads_page_action field. See the documentation of the corresponding payment method to view the authorized values.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The payment method requires an action that results in a payment.

The action that you have requested in your payment request (via the vads_page_action field) is not supported by the payment method specified via the vads_payment_cards field or any contract associated with your shop.

To resolve the issue:

- Update the value of the vads_page_action field. See the documentation of the corresponding payment method to view the authorized values.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The eligible amount is required.

You have requested to create a payment by meal voucher (Titre-Restaurant) on the Conecs network. The eligible amount is required and must be transmitted in the vads_acquirer_transient_data field. Example for an eligible amount of €17.25:

```
vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1725"}}
```

To resolve the issue:

- Update the value of the vads_acquirer_transient_data field.

230. ERROR 10168

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The eligible amount is lower than the required minimum amount.

You have requested to create a payment by meal voucher (Titre-Restaurant) on the Conecs network. The eligible amount transmitted in the vads_acquirer_transient_data field is lower than the required minimum amount of €1.50.

To resolve the issue:

- Update the value of the vads_acquirer_transient_data field.

231. ERROR 10169

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

Your MID only accepts payments with 3D Secure authentication.

Your shop is associated with a MID configured to support only payments with 3D Secure authentication. However, you have requested the deactivation of 3D Secure in your payment form (via the **vads_threeds_mpi** field).

To resolve the issue:

- Edit your payment form by avoiding to force the deactivation of the 3D Secure via the **vads_threeds_mpi** field.

- If you really want to accept payments without 3D Secure, you must make a request to your acquirer. Once the option has been activated by the acquirer, please contact the E-Banking Merchant Support Service to modify your MID options.

232. ERROR 10170

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

Your MID does not accept payments with 3D Secure authentication.

Your shop is associated with a MID configured to not support payments with 3D Secure authentication. However, you have requested the activation of 3D Secure in your payment form (via the **vads_threeds_mpi** field).

Pour résoudre le problème:

- Edit your payment form by avoiding to force the activation of the 3D Secure via the **vads_threeds_mpi** field.

- If you really want to accept payments with 3D Secure, you must make a request to your acquirer. Once the option has been activated by the acquirer, please contact the E-Banking Merchant Support Service to modify your MID options.

233. ERROR 10171

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

No payment options available

You have requested the creation of a payment and have forced the card type to be used (**vads_payment_cards**) in the payment form.

No payment options available within your MID correspond to the criteria specified in your form: amount (**vads_amount**), number of the payment option to use (**vads_payment_option_code**), etc.

To resolve the issue:

- Make sure that the transmitted amount is higher than the minimum amount configured within your payment option.

- Make sure that the transmitted amount is lower than the maximum amount configured within your payment option.

- Make sure via your credit organization that the payment option exists within your MID.

- Contact the E-Banking Merchant Support Service to check if the payment options defined by your credit organization are enabled within your MID.

234. ERROR 10172

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Amount higher than the amount supported by the payment option.

You have requested the creation of a payment by forcing the card type (**vads_payment_cards**) and the payment option (**vads_payment_option_code**) to be used in the payment form.

The transmitted amount (**vads_amount**) is not supported by the requested payment option (**vads_payment_option_code**).

To resolve the issue:

- Modify the amount.

- Modify the code of the payment option to use.

- Check the available payment options for your MID via your credit organization.

235. ERROR 10173

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Amount lower than the amount supported by the payment option.

You have requested the creation of a payment by forcing the card type (**vads_payment_cards**) and the payment option (**vads_payment_option_code**) to be used in the payment form.

The transmitted amount (**vads_amount**) is not supported by the requested payment option (**vads_payment_option_code**).

To resolve the issue:

- Modify the amount.

- Modify the code of the payment option to use.

- Check the available payment options for your MID via your credit organization.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested payment option has expired.

You have requested the creation of a payment by forcing the card type (**vads_payment_cards**) and the payment option (**vads_payment_option_code**) to be used in the payment form.

The requested payment option (**vads_payment_option_code**) has been closed or has reached its expiry date.

To resolve the issue:

- Modify the code of the payment option to use.

- Check the available payment options for your MID via your credit organization.

237. ERROR 10175

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The length of the vads_order_id field does not respect the acquirer network restrictions.

You have forced the payment method to be used (vads_payment_cards) in your payment form.
The order ID (vads_order_id) for this payment method must respect the following format:

Acquirer network	Length	Accepted characters
ACCORD	9	• a b c d e f g h i j k l m n o p q r s t u v w x y z • A B C D E F G H I J K L M N O P Q R S T U V W X Y Z • 0 1 2 3 4 5 6 7 8 9
ACCORD_SANDBOX	9	• a b c d e f g h i j k l m n o p q r s t u v w x y z • A B C D E F G H I J K L M N O P Q R S T U V W X Y Z • 0 1 2 3 4 5 6 7 8 9
ANCV	1..20	• a b c d e f g h i j k l m n o p q r s t u v w x y z • A B C D E F G H I J K L M N O P Q R S T U V W X Y Z • 0 1 2 3 4 5 6 7 8 9 • _-
GIROPAY	1..27	• a b c d e f g h i j k l m n o p q r s t u v w x y z • A B C D E F G H I J K L M N O P Q R S T U V W X Y Z • 0 1 2 3 4 5 6 7 8 9 • _-
KLARNA	1..32	• a b c d e f g h i j k l m n o p q r s t u v w x y z • A B C D E F G H I J K L M N O P Q R S T U V W X Y Z • 0 1 2 3 4 5 6 7 8 9
PAYDIREKT_V2	1..20	• a b c d e f g h i j k l m n o p q r s t u v w x y z • A B C D E F G H I J K L M N O P Q R S T U V W X Y Z • 0 1 2 3 4 5 6 7 8 9 • _-

238. ERROR 10176

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

> ℹ️ Details of this error code are not yet available, please *contact support* for more information.

239. ERROR 10177

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

240. ERROR 10179

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The buyer's first and last name must be transmitted

For payments processed by a WIRECARD acceptance agreement, the last name (*vads_cust_last_name* field) and first name (*vads_cust_first_name* field) of the buyer are mandatory.

Reminder: the 2 fields have the same format:

- Length: 63 characters

- Type: Alphanumeric and special characters, except "<" and ">"

241. ERROR 10180

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

🛈   Details of this error code are not yet available, please *contact support* for more information.

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

> **i**   Details of this error code are not yet available, please *contact support* for more information.

243. ERROR 10182

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

🛈   Details of this error code are not yet available, please *contact support* for more information.

244. ERROR 10183

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

245. ERROR 10184

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The payment option code is required for this type of payment.

You have requested to create a payment on a network that requires the transmission of the payment option code.
Here is the list of networks concerned:

- ONEY_API_SANDBOX

- ONEY_API

However, the **vads_payment_option_code** field is missing from your payment form.

To resolve the issue:

- Update your payment form in order to transmit the payment option code in the **vads_payment_option_code** field.

246. ERROR 10185

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The value of the vads_payment_option_code field does not respect the ONEY_API network restrictions.

You have requested to create a payment on the ONEY_API network (or ONEY_API_SANDBOX) that requires the transmission of the payment option.
However, the value of the **vads_payment_option_code** field transmitted in your payment form does not respect the expected format (an..5).

To resolve the issue:

- Update your payment form in order to transmit a 1-5 character long alphanumeric value.

247. ERROR 10186

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ Details of this error code are not yet available, please *contact support* for more information.

249. ERROR 10190

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **FRANFINANCE_MISSING_AUTHENT_CHAIN_FOR_NO_FEES_OPTION** error appears during a transaction via Franfinance.

We invite you to check the following reason(s) to resolve the issue:

Authentication string missing for the "no fees" option.

You have forced fee deactivation for a Franfinance payment via the vads_acquirer_transient_data field. However, the corresponding authentication key is missing in the configuration of your Franfinance MID.

To resolve the issue:

- Enter the missing key in your MID configuration.

- Update your payment form to use the options supported by your MID.

250. ERROR 10191

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

The **FRANFINANCE_MISSING_AUTHENT_CHAIN_FOR_WITH_FEES_OPTION** error appears during a transaction via Franfinance.

We invite you to check the following reason(s) to resolve the issue:

Authentication string missing for the "with fees" option.

You have forced fee activation for a Franfinance payment via the vads_acquirer_transient_data field. However, the corresponding authentication key is missing in the configuration of your Franfinance MID.

To resolve the issue:

- Enter the missing key in your MID configuration.

- Update your payment form to use the options supported by your MID.

251. ERROR 10192

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The type of the shopping cart items is mandatory for this payment type.

You have requested to create a payment on a network that requires the transmission of the type of the shopping cart items (vads_product_typeN field).
The list of accepted values depends on the network. See the documentation of the corresponding payment method.
To resolve the issue:

- Update your form to transmit the vads_product_typeN field.

(**N** corresponds to the index of the item).

252. ERROR 10193

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The most valuable product type in the shopping cart is not supported by PRESTO

Presto payment method supports only the following product types:

- AUTOMOTIVE
- ENTERTAINMENT
- HOME_AND_GARDEN
- HOME_APPLIANCE
- FLOWERS_AND_GIFTS
- COMPUTER_AND_SOFTWARE
- SPORTS
- CLOTHING_AND_ACCESSORIES
- TRAVEL
- HOME_AUDIO_PHOTO_VIDEO
- TELEPHONY

To resolve the issue:

- Update the value of the vads_product_type field.

253. ERROR 10194

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The PRESTO payment method is only available in France.

You have forced the payment method to be used (vads_payment_cards) and sent the buyer's country (vads_cust_country) in your payment request.
The buyer's country transmitted in your payment form is not supported.
Indeed, the Presto payment method is available only for customers resident in France.
To resolve the issue:

- Update the value of vads_cust_country field or vads_payment_cards field to offer another payment method to the buyer.

254. ERROR 10195

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Your Franfinance MID configuration is incomplete

You have requested the creation of a Franfinance payment by forcing the card type to be used (vads_payment_cards) in the payment form.
However, the secret key provided by Franfinance has not been filled in your MID configuration.

To resolve the issue:

- Modify the configuration of your Franfinance MID via your Merchant Back Office (**Settings > Company** menu > **Merchant IDs** tab).

255. ERROR 10196

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The specified amount is less than the minimum supported amount

You have forced the payment method to be used (vads_payment_cards) in your payment form. However, the transmitted amount is lower than the minimum amount supported by SOFORT payment method.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested payment method is not supported in the buyer's country.

You have forced the payment method to be used (**vads_payment_cards**) in your payment form. However, this payment method is not available in the country (**vads_cust_country**) specified by the buyer.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested payment method does not support this shipping delay.

You have forced the payment method to be used (**vads_payment_cards**) in your payment form.
However, this payment method does not support the transmitted delivery time (**vads_ship_to_speed**).
See the integration documentation corresponding to the payment method for the allowed values.

258. ERROR 10199

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The requested payment method does not support the shipping type.

You have forced the payment method to be used (**vads_payment_cards**) in your payment form.
However, this payment method does not support the shipping type (**vads_ship_to_type**) transmitted.
See the integration documentation corresponding to the payment method for the allowed values.

259. ERROR 10200

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The son's shop ID is unknown

You have requested the PSE payment creation in multi-seller mode and the shopping cart contains an item sold by a son whose identification data has been transmitted in the **vads_product_ref** field.

Example: vads_product_ref0 = PSE_MULTI=22222222:987654321:1234

However, the son's shop identifier does not exist.

Check the transmitted data.

260. ERROR 10201

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

261. ERROR 10202

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️   Details of this error code are not yet available, please *contact support* for more information.

262. ERROR 10203

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

🛈 Details of this error code are not yet available, please *contact support* for more information.

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

264. ERROR 10205

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ℹ️ Details of this error code are not yet available, please *contact support* for more information.

265. ERROR 10206

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

🛈   Details of this error code are not yet available, please *contact support* for more information.

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

ⓘ   Details of this error code are not yet available, please *contact support* for more information.

267. ERROR 10208

In PRODUCTION mode, if your buyer gets an error message such as:

An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

> ℹ️ Details of this error code are not yet available, please *contact support* for more information.

268. ERROR 10209

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_submerchant_company_type field is incorrect or missing

In Aggregator mode, the **vads_submerchant_company_type** field must be present and properly valued. Please refer to the integration documentation for the payment method in question for accepted values.

269. ERROR 10210

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_submerchant_legal_number field is missing

In Aggregator mode the,**vads_submerchant_legal_number** field is mandatory.
Please refer to the integration documentation for the payment method in question for accepted values.

270. ERROR 10211

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_submerchant_legal_number field is incorrect.

In Aggregator mode, the **NIT : Número de Identificación Tributaria** value in the,**vads_submerchant_legal_number** field is invalid.

Please refer to the integration documentation for the payment method in question for accepted values.

271. ERROR 10212

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_submerchant_name field is missing or too long.

In Aggregator mode the,**vads_submerchant_name** field is mandatory.

It must consist of alphanumeric and special characters (except "<" and ">") with a variable length up to 60 characters (*ans..60*).

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

The vads_submerchant_mcc field is incorrect or missing.

In Aggregator mode, the **vads_submerchant_mcc** field must be present and properly valued.

The value must contain 4 characters.

Please refer to the integration documentation for the payment method concerned.

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

No data in cart
Consult the integration documentation for the payment method concerned to find out which fields to value.

274. ERROR 10215

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

No amount for a product in the cart (field vads_product_amountN)

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

275. ERROR 10216

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

No vads_product_refN field

N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

276. ERROR 10217

In PRODUCTION mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Invalid vads_product_refN field parameters

Be sure to follow this format:
PSE_MULTI=[Identifiant boutique du fils]:[NIT du fils]:[Code de Service du fils].
N corresponds to the index of the item (0 for the first one, 1 for the second one, etc.).

In production mode, if your Buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason(s) to resolve the issue:

Invalid amount

By default, a payment constraint is applied to Alma:

- Minimum amount of €50

- Maximum amount of €2000

Make sure you respect this constraint. You can modify these constraints in your contract.

278. ERROR 11000

In PRODUCTION mode, if your buyer gets an error message such as:

> **An error occurred during the payment request, please make sure that the posted parameters match the ones specified in the documentation.**

It becomes impossible to make the payment and the transaction is definitively lost.

You will receive an e-mail notification containing the form that the gateway was unable to process and the value of the invalid field.

We invite you to check the following reason to resolve the issue:

The token ID already exists.

You have requested the creation of a token, and have provided the token ID (**vads_identifier** field) to be created in your payment form.

However, this identifier is already used by another token, thus your request to create a token cannot be completed.