

# Life cycle of the new statuses of return codes



Content

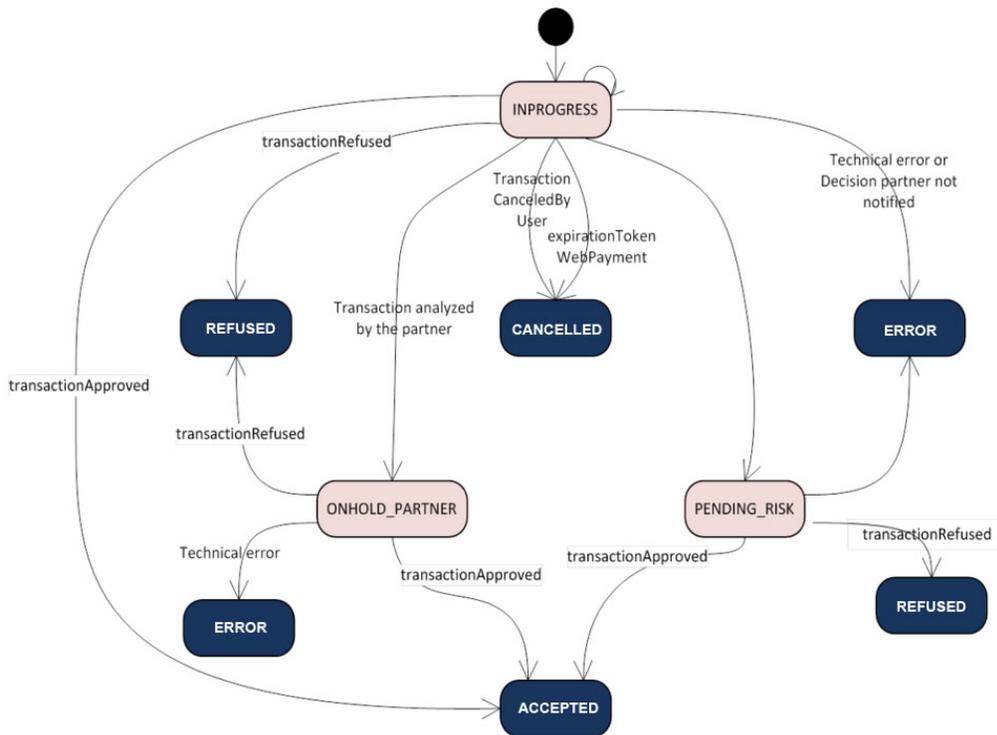
- [The principle](#)
- [The different states](#)
- [The functions](#)

## The principle

To evaluate the status of a payment request, transaction or webservice calls, the merchant must retrieve the value of the ShortMessage.

The **ShortMessage** of the message provides the status of the transaction and the **LongMessage** gives a more precise description with its return code.

The lifecycle of a transaction shown below, can take 4 definitive states: REFUSED, CANCELLED, ERROR, ACCEPTED and 3 temporary states INPROGRESS, ONHOLD\_PARTNER, PENDING\_RISK:



## The different states

Payline offers a grouping of return codes and states is defined as shown below:

ShortMessage: Transaction Status	LongMessage : Type de message	Description	Example
ERROR	Technical rejection  "Invalid" ou "Error"	The payment was abandoned due to an unrecoverable technical error. Payline proceeds to a regularization with the means of payment (final state).	02301 - Transaction Id Invalid

ERROR	Format problem Value problem	Not treatable by Payline, the data sent by the merchants are wrong.	02305 - Invalid field Format
ERROR	"Internal Server Error"	System error.	01199 - GTM Internal Error
ACCEPTED	accepted	Payment is accepted (final state)	00000
CANCELLED	canceled	Payment has been abandoned (end state)	02319 - Cancelled by user 03022 - Abandon 3DSecure <ul style="list-style-type: none"><li>• One click on the 'cancel' button</li><li>• A return to the merchant's pages via the previous browser button.</li><li>• A closing of the browser before the termination of the payment ERROR The payment was abandoned due to a non-recoverable technical error. Payline proceeds to a regularization with the means of payment.</li></ul>
REFUSED	Value problem	Input error. The data sent by the holder is incorrect.	<ul style="list-style-type: none"><li>• Expired date, invalid card.</li></ul>
REFUSED	Refusal fraud	Payment is declined for Fraud (end state).	03xxxx - 3DSecure 04xxxx - LCLF
REFUSED	Functional refusal	Refus fonctionnel de type : Not authorized / Not Allowed.	
REFUSED	Refusal Issuer / Partner	Refusal of the acquirer / issuer / payment method.	
PENDING_RISK	Risk alert on this payment	Payment accepted with reservation (temporary state). The merchant must validate or refuse the payment.	04001 et 04003 - Fraud suspected. <ul style="list-style-type: none"><li>• The anti-fraud module suspects a fraudulent transaction that must be blocked.</li><li>• Payment 'pending risk' Paypal (where the merchant must perform an action on the PayPal backoffice).</li></ul>
ONHOLD_PARTNER	Waiting for the partner's return	The payment was paid by the payment partner and put on hold for later decision making (temporary status). The final decision (accepted or refused) will be communicated by the partner without intervention of the merchant.	<ul style="list-style-type: none"><li>• Credit file under review.</li><li>• Coupon to validate (Ex.:Boleto).</li><li>• Payment 'pending' Paypal.</li></ul>
INPROGRESS	Waiting for the buyer's return	The buyer is in the process of being seized (temporary state)	

## The functions

Currently return codes are used in:

- Payline API Webservices
- Transaction Files: CSV Export
- All the specific reports of traders