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 platform 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).

Hello,

On 08/11/11 at 12:39:10 (GMT+1), we recorded the transaction ref. 634823 of 72,00 EUR 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".

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.

1.1. Causes of an Instant Payment Notification URL failure

Note

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 via your Merchant Back Office:

1. Double-click the transaction in question

2. Click the **Event log** tab

   You will see the error type on the *Instant Payment Notification URL call* line.
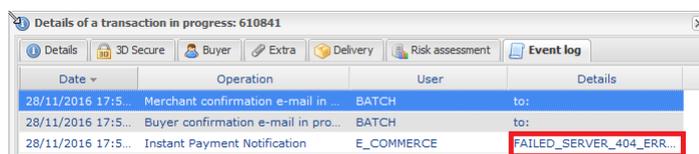
The different error types and their solutions are presented below.

- **a.** HTTP 401 and 403 error - Unauthorized or forbidden access
- **b.** HTTP 404 - File not found
- **c.** HTTP 500 - Internal server error
- **d.** HTTP 504 - Gateway timeout
- **e.** Other HTTP 5XX, 4XX errors

HTTP 401 and 403 error - Unauthorized or forbidden access

This error signifies unauthorized or forbidden access.
Make sure that the called file is not protected by an .htaccess file.

HTTP 404 - File not found

Make sure that the called file is present on your server in the correct directory.
Make sure that you notification URL is not of the **http://localhost/** type. The IPN URL must contain your domain name or your public IP address.

HTTP 500 - Internal server error

This error signifies that there is an applicative error on the server side that is hosting your shop. See the logs of your HTTP server (usually apache).
The only way of resolving this issue is by interfering with your server, we do not have control over this type of error.

HTTP 504 - Gateway timeout

This error signifies that your shop did not respond to the IPN URL within the allocated timeout of 10 seconds.
Please check the availability and performance of your server.

Other HTTP 5XX, 4XX errors

See the logs of your HTTP server (usually apache) in order to determine why your shop returned this error message.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

1.2. 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 your 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**".
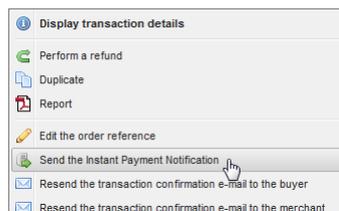
The gateway displays the result of this new call to the notification URL in real time.

2. ERROR 00

In PRODUCTION mode, in case of an incorrect value of the *signature* field, the user will get the following error message in the browser during a payment:

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

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

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

2.1. Causes of the signature computation error

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

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

3. Note: Line break or carriage return posted in the form.

4. Note: Quotation marks ["] posted in the form.

5. The transmitted signature does not respect the rule of signature computation. When computing the signature, the fields must be encoded in UTF8. The same applies to your shop which must send all the parameters to the payment gateway in UTF8.

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=John Smith]
[vads_ctx_mode=PRODUCTION]
[vads_trans_date=20181026083000]
[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.

Note

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 used is incorrect.

You can use the gateway in TEST or PRODUCTION mode.

Each mode corresponds to a key. Make sure that you use the correct key according to the desired mode.

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

Note: Line break or carriage return posted in the form.

If you insert a carriage return or a line break into one of the posted values, they will not be taken in account.

Note: Line break or carriage return posted in the form.

Error example:

If you post, in the address field:

3 Bellflower Street

2nd floor apt 28

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

3 Bellflower Street

Then the payment gateway will only take the **3 Bellflower Street** value in 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 the signature computation and the form sending you have to escape the carriage returns and the line breaks.

Note: Quotation marks ["] posted in the form.

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

Example:

If you post, in the address field:

"Bellflower" Residence

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

Residence

Then the payment gateway will only take the **Residence** value in 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 the signature computation and the form sending you have to escape the quotation marks.

The transmitted signature does not respect the rule of signature computation. When computing the signature, the fields must be encoded in UTF8. The same applies to your shop which must send all the parameters to the payment gateway in UTF8.

Make sure that you have not forgotten a parameter or added an non-required parameter.

Make sure the sorting was done correctly.

Reminder of the computation method

1. *Sort **alphabetically** the fields starting with **vads_**.*

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 a "**+**" 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 on the chain obtained at 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*.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

3. ERROR 01

In PRODUCTION mode, in case of an incorrect value of the *vads_version* field, the user will get the following error message in the browser during a payment:

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

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

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

3.1. Cause of the vads_version error

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 mandatory and its format must be of *enum* type.

Possible value: V2

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

4. ERROR 02

In PRODUCTION mode, in case of an incorrect value of the *vads_site_id* field, the user will get the following error message in the browser during a payment:

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

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

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

4.1. Causes of the vads_site_id error

The format of the field is incorrect

The vads_site_id field allows to identify the merchant during exchanges with the payment gateway. Its format must consist of numeric characters and include 8 digits.
Check the value sent in your payment form.

Your MID is closed.

The MID sent is a closed shop.
Please contact the tech support.

The MID does not exist.

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

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

5. ERROR 03

In PRODUCTION mode, in case of an incorrect value of the *vads_trans_id* field, the user will get the following error message in the browser during a payment:

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

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

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

5.1. Causes of the vads_trans_id error

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

2. The transaction id is not composed of 6 digits or is higher than 899999.

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

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

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

The transaction id is not composed of 6 digits or is higher than 899999.

The transaction ID must imperatively be a number between 000000 and 899999.
Example:
23 is not a valid transaction ID, if the transaction number is lower than 100000 you have to add the corresponding number of ZEROS before the number.
000023 is a valid transaction ID.

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

The transaction ID must imperatively be unique on the same day (based on the DATE field i.e. according to the UTC time zone). If two identical transaction ids are sent to the payment gateway by the same shop on the same day, then the gateway returns an error for the second form.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

6. ERROR 04

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

1. an e-mail notification indicating that the transaction is definitely lost in the case of an incorrect value of the *vads_trans_date* field

   You should obtain an error message of the type:

   > **An error occurred during the payment request, please make sure that the posted parameters match with 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 definitely lost.

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

6.1. Causes of the vads_trans_date error in case of an e-mail notification

1. The date has not been submitted in the YYYYMMDDHHMMSS format (year, month, day, hour, minute, second).
2. The date is not based on the UTC time zone (Coordinated Universal Time).
3. The time must be calculated using the 24h format, not 12h.
4. Your buyer has waited for too long before clicking on the "Pay" button.
5. Your buyer has used his or her browser history.

The date has not been submitted in the YYYYMMDDHHMMSS format (year, month, day, hour, minute, second).

Example:
On October 17th, 2011 at 8:54:36 am the vads_trans_date field must be **20161017085436**.

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, 2016 at 14:30:00 (UTC time), the DATE field will have to be set between 20160715140000 (July 15th, 2016 at 14:00:00) and 20160715160000 (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, 2016 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 20160712 **125000** (July 12th, 2016 at 12:50).
However, on January 12th, 2016 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).

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

Therefore, in the payment request you should send 20160112 **135000** (January 12th, 2016 at 13:50).

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, 2016 at 14:30 UTC (i.e. 2:30 pm), the value of the vads_trans_date field should be 20160715 **143000** and not 20160715 **023000**.

Your buyer has 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 buyer 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 buyer 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.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

6.2. Causes of the vads_trans_date error in case of a warning e-mail

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

2. Your buyer has waited for too long before clicking on the "Pay" button.

3. Your buyer has used his or her browser history.

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, 2016 at 14:30:00 (UTC time), the DATE field will have to be set between 20160715140000 (July 15th, 2016 at 14:00:00) and 20160715160000 (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, 2016 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 20160712 **125000** (July 12th, 2016 at 12:50). However, on January 12th, 2016 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 20160112 **135000** (January 12th, 2016 at 13:50).

Your buyer has 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:

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

A buyer 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 buyer 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.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

7. ERROR 05

In PRODUCTION mode, in case of an incorrect value of the *vads_validation_mode* field, the user will get the following error message in the browser during a payment:

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

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

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

7.1. Cause of the vads_validation_mode error

The format of the field is incorrect

The vads_validation_mode field specifies the validation mode of the transaction. Its format must be of *enum* type and its value can be empty (or absent), 0 or 1.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

8. ERROR 06

In PRODUCTION mode, in case of an incorrect value of the *vads_capture_delay* field, the user will get the following error message in the browser during a payment:

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

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

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

8.1. Cause of the vads_capture_delay error

The format of the field is incorrect

The vads_capture_delay Indicates the delay (in days) before the capture. Its format 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.
Make sure that the value specified in the form or the value set by default in the Merchant Back Office is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

9. ERROR 07

In PRODUCTION mode, in case of an incorrect value of the *vads_payment_config* field, the user will get the following error message in the browser during a payment:

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

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

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

9.1. Causes of the vads_payment_config error

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 vads_payment_config value must be equal 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=20181103084538]
[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.
For example, for 50 EUR, the value to be transmitted is "5000".
With these settings, if the total amount to be paid is 100 EUR:

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Your payment is an installment payment.

- 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.

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

10. ERROR 08

In PRODUCTION mode, in case of an incorrect value of the *vads_payment_card* field, the user will get the following error message in the browser during a payment:

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

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

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

10.1. Causes of the vads_payment_cards error

1. The vads_payment_cards value is invalid.

2. If the value is valid contact the support team.

The vads_payment_cards value is invalid.

The *vads_payment_card* field is optional and defines the card types which will be proposed to the customer (MASTERCARD, VISA, MAESTRO, VISA_ELECTRON, etc.).

Example:

If you just want to propose VISA and MASTERCARD you have to enter the value 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 contact the support team.

Your MID settings seem to have been filled the wrong way.
Contact the support team that has your shop ID.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

11. ERROR 09

In PRODUCTION mode, in case of an incorrect value of the *vads_amount* field, the user will get the following error message in the browser during a payment:

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

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

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

11.1. Causes of the vads_amount error

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

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

3. The amount submitted to the gateway is negative.

4. The amount contains non-numeric characters (comma, dot, etc.).

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=20181103084538]
[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=20181103084538]
[vads_version=V2]
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
```

The amount submitted to the gateway is negative.

```
[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 non-numeric characters (comma, dot, etc.).

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

Examples of vads_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_capture_delay=]
[vads_ctx_mode=TEST]
[vads_trans_id=124709]
[vads_currency=978]
[vads_payment_config=SINGLE]
[vads_amount=-100.50]
vads_trans_date=20181103084538]
[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]
```

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

12. ERROR 10

In PRODUCTION mode, in case of an incorrect value of the *vads_currency* field, the user will get the following error message in the browser during a payment:

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

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

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

12.1. Causes of the vads_currency error

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)
For more information, please refer to the *Payment Form Implementation Guide*.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

13. ERROR 11

In PRODUCTION mode, in case of an incorrect value of the *vads_ctx_mode* field, the user will get the following error message in the browser during a payment:

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

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

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

13.1. Causes of the vads_ctx_mode error

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

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

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).

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

14. ERROR 12

In PRODUCTION mode, in case of an incorrect value of the *vads_language* field, the user will get the following error message in the browser during a payment:

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

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

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

14.1. Cause of the vads_language error

The format of the field is incorrect

The vads_language field defines the language of the payment page (ISO 639-1 standard). Its format must be in 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

> If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

15. ERROR 13

In PRODUCTION mode, in case of an incorrect value of the *vads_order_id* field, the user will get the following error message in the browser during a payment:

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

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

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

15.1. Causes of the vads_order_id error

The vads_order_id contains special characters

The *vads_order_id* field can only contain alphanumeric 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 32 characters.

The length of the *vads_order_id* must not exceed 32 characters.
Otherwise the payment gateway returns an error.

The length of the vads_order_id field is invalid

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

Payment method networks	Format
ONEY, ACCORD (Brand cards, FacilyPay) See error 10175 on page 194	an9, mandatory
3xCB Cofinoga	an..32, mandatory
Klarna	an..32, mandatory

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

16. ERROR 14

In PRODUCTION mode, in case of an incorrect value of the *vads_order_info* field, the user will get the following error message in the browser during a payment:

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

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

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

16.1. Causes of the vads_order_info error

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

17. ERROR 15

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_email* field, the user will get the following error message in the browser during a payment:

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

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

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

17.1. Causes of the vads_cust_email error

1. The customer's e-mail address contains accents.

2. The customer's e-mail address contains special characters, such as ; or : .

3. The customer's e-mail address does not contain @.

4. The customer's e-mail address is invalid because the extension is missing.

5. The customer's e-mail address contains a space character.

6. The form is a registration form (REGISTER type).

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

The form is a registration form (REGISTER type).

- vads_page_action=REGISTER_SUBSCRIBE

- vads_page_action=REGISTER_PAY_SUBSCRIBE

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

18. ERROR 16

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_id* field, the user will get the following error message in the browser during a payment:

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

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

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

18.1. Cause of the vads_cust_id error

The format of the field is incorrect

The vads_cust_id field allows to transmit the buyer ID (identification by the merchant) Its format must be numeric characters with a variable length up to 63 characters (*n..63*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

19. ERROR 17

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_title* field, the user will get the following error message in the browser during a payment:

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

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

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

19.1. Cause of the vads_cust_title error

The format of the field is incorrect

The vads_cust_title field allows to transmit the buyer's title (e.g. Mr, Mrs, Ms). Its format must be 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.*

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

20. ERROR 18

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_name* field, the user will get the following error message in the browser during a payment:

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

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

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

20.1. Causes of the vads_cust_name error

The format of the field is incorrect

This parameter allows to transmit the buyer's name. It's a deprecated field and 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.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

21. ERROR 19

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_address* field, the user will get the following error message in the browser during a payment:

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

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

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

21.1. Cause of the vads_cust_address error

The format of the field is incorrect

The vads_cust_address field allows to transmit the buyer's postal address. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 255 characters (*ans..255*).
Make sure that the value entered in the form is correct.

Note: *This parameter is required for some payment methods. The buyer's postal address is 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.*

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

22. ERROR 20

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_zip* field, the user will get the following error message in the browser during a payment:

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

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

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

22.1. Cause of the vads_cust_zip error

The format of the field is incorrect

The vads_cust_zip field allows to transmit the buyer's ZIP code. Its format must consist of alphanumeric characters with a variable length up to 64 characters (*an..64*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

23. ERROR 21

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_city* field, the user will get the following error message in the browser during a payment:

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

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

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

23.1. Cause of the vads_cust_city error

The format of the field is incorrect

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

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

24. ERROR 22

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_country* field, the user will get the following error message in the browser during a payment:

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

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

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

24.1. Causes of the vads_cust_country error

1. The vads_cust_country field is not uppercase.

2. The vads_cust_country field does not correspond to any country code.

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	IN	India
BR	Brazil	MQ	Martinique
CI	Ivory Coast	NC	New Caledonia
FR	Corsica	PF	French Polynesia
FR	France	PM	St. Pierre and Miquelon
GP	Guadeloupe	US	United States of America

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

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

25. ERROR 23

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_phone* field, the user will get the following error message in the browser during a payment:

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

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

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

25.1. Causes of the vads_cust_phone error

The format of the field is incorrect

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

- Length: 32 characters maximum

- Type: alphanumeric

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

26. ERROR 24

In PRODUCTION mode, in case of an incorrect value of the *vads_url_success* field, the user will get the following error message in the browser during a payment:

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

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

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

26.1. Causes of the vads_url_success error

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**. Its format 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.

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

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

27. ERROR 25

In PRODUCTION mode, in case of an incorrect value of the *vads_url_refused* field, the user will get the following error message in the browser during a payment:

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

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

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

27.1. Causes of the vads_url_refused error

The value of the field doesn't 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**. Its format 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.

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

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

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

28. ERROR 27

In PRODUCTION mode, in case of an incorrect value of the *vads_url_cancel* field, the user will get the following error message in the browser during a payment:

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

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

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

28.1. Causes of the vads_url_cancel error

The value of the field doesn't 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. Its format 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.

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

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

29. ERROR 28

In PRODUCTION mode, in case of an incorrect value of the *vads_url_return* field, the user will get the following error message in the browser during a payment:

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

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

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

29.1. Causes of the vads_url_return error

The value of the field doesn't respect the URL format

Make sure the field respects the format of a URL.

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

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

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

30. ERROR 29

In PRODUCTION mode, in case of an incorrect value of the *vads_url_error* field, the user will get the following error message in the browser during a payment:

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

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

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

30.1. Causes of the vads_url_error error

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. Its format 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.

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

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

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

31. ERROR 30

In PRODUCTION mode, in case of an incorrect value of the *vads_identifier* field, the user will get the following error message in the browser during a payment:

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

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

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

31.1. Causes of the vads_identifier error

1. The submitted reference does not exist

2. The token was not provided

The submitted reference does not exist

Check 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.
Make sure that the vads_identifier field has been sent to the payment gateway.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

32. ERROR 31

In PRODUCTION mode, in case of an incorrect value of the *vads_contrib* field, the user will get the following error message in the browser during a payment:

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

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

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

32.1. Cause of vads_contrib error

The format of the field is incorrect

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

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

33. ERROR 32

In PRODUCTION mode, in case of an incorrect value of the *vads_theme_config* field, the user will get the following error message in the browser during a payment:

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

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

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

33.1. Cause of the vads_theme_config error

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 of (*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.

<u>Example</u>: `vads_theme_config=SIMPLIFIED_DISPLAY=true;RESPONSIVE_MODEL=Model_1`

Make sure that the value entered in the form is correct.

> ⚠️ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

34. ERROR 33

In PRODUCTION mode, in case of an incorrect value of the *vads_url_check* field, the user will get the following error message in the browser during a payment:

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

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

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

34.1. Causes of the vads_url_check error

The value of the field doesn't 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. Its format 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.

• Check the used protocol (http:// or https://).

• Make sure the domain name is renamed with a correct extension (example: .com / .net / etc.)

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

35. ERROR 34

In PRODUCTION mode, in case of an incorrect value of the *vads_redirect_success_timeout* field, the user will get the following error message in the browser during a payment:

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

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

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

35.1. Cause of vads_redirect_success_timeout error

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. Its format must consist of numeric characters with a variable length up to 3 characters (*n..3*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

36. ERROR 35

In PRODUCTION mode, in case of an incorrect value of the *vads_redirect_success_message* field, the user will get the following error message in the browser during a payment:

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

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

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

36.1. Cause of vads_redirect_success_message error

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. Its format must be in 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.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

37. ERROR 36

In PRODUCTION mode, in case of an incorrect value of the *vads_redirect_error_timeout* field, the user will get the following error message in the browser during a payment:

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

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

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

37.1. Cause of vads_redirect_error_timeout error

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. Its format must consist of numeric characters with a variable length up to 3 characters (*n..3*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

38. ERROR 37

In PRODUCTION mode, in case of an incorrect value of the *vads_redirect_error_message* field, the user will get the following error message in the browser during a payment:

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

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

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

38.1. Cause of vads_redirect_error_message error

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. Its format must be in alphanumeric and special characters (except <" and ">") with a variable length up to 255 characters (*ans..255*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

39. ERROR 40

In PRODUCTION mode, in case of an incorrect value of the *vads_ card_number* field, the user will get the following error message in the browser during a payment:

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

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

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

39.1. Cause of vads_card_number error

The format of the field is incorrect

The vads_card_number field is used to enter the non-encoded card number when requesting payment in case of a silent payment. Its format must consist of alphanumeric characters with a variable length up to 36 characters (*an..36*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

40. ERROR 41

In PRODUCTION mode, in case of an incorrect value of the *vads_expiry_month* field, the user will get the following error message in the browser during a payment:

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

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

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

40.1. Cause of vads_expiry_month error

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. Its format must consist of numeric characters with a variable length up to 2 characters (*n..2*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

Error codes - Hosted Payment Page

41. ERROR 42

In PRODUCTION mode, in case of an incorrect value of the *vads_expiry_year* field, the user will get the following error message in the browser during a payment:

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

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

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

41.1. Cause of vads_expiry_year error

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. Its format must consist of numeric characters with a fixed length of 4 characters (*n4*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

42. ERROR 43

In PRODUCTION mode, in case of an incorrect value of the *vads_cvv* field, the user will get the following error message in the browser during a payment:

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

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

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

42.1. Cause of vads_cvv error

The format of the field is incorrect

The vads_cvv field allows to transmit card security code (in case of a silent payment). Its format 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.
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

43. ERROR 44

In PRODUCTION mode, in case of an incorrect value like *vads_card_cvv_and_birth* during a transaction with the CETELEM network, the user will get the following error message in the browser during a payment:

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

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

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

43.1. Causes of the vads_card_cvv_and_birth error

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.

Make sure that the CVV and the fields vads_birth_day, vads_birth_month and vads_birth_year are present and correctly populated.

vads_birth_day indicates the cardholder's day of birth. Its format 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. Its format 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 Its format must consist of numeric characters with a fixed length of 4 characters (*n4*).

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

44. ERROR 45

In PRODUCTION mode, in case of an incorrect value of the *vads_card_holder_name* field, the user will get the following error message in the browser during a payment:

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

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

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

44.1. Cause of vads_card_holder_name error

The format of the field is incorrect

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

⚠️ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

45. ERROR 46

In PRODUCTION mode, in case of an incorrect value of the *vads_page_action* field, the user will get the following error message in the browser during a payment:

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

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

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

45.1. Cause of vads_page_action error

The format of the field is incorrect

The vads_page_action field defines the action that must be performed. It is mandatory and its format must be of *enum* type. The possible values are:

- PAYMENT

  Payment (using token or not)

- REGISTER

  Register without payment

- REGISTER_UPDATE

  Update of details of the payment method

- REGISTER_PAY

  Register with payment

- REGISTER_SUBSCRIBE

  Register with recurring payment

- REGISTER_PAY_SUBSCRIBE

  Register with payment and recurring payment

- SUBSCRIBE

  Subscription to a recurring payment

- REGISTER_UPDATE_PAY

  Update of payment method details

- ASK_REGISTER_PAY

  Payment with optional cardholder registration

Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

46. ERROR 47

In PRODUCTION mode, in case of an incorrect value of the *vads_action_mode* field, the user will get the following error message in the browser during a payment:

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

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

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

46.1. Causes of the vads_action_mode error

The vads_action_mode field has not been sent 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 incorrect

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.

* **SILENT**: entry of the card details on the merchant website (subject to the commercial option provided by your bank).

* **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).

The vads_action_mode field has the SILENT value but the option is not subscribed

In order to catch the payment card data directly on the merchant site, first you have to submit the option to the merchant bank and then, if accepted, subscribe to the option on the payment gateway.
Otherwise, if the vads_action_mode field has the SILENT value, the payment gateway returns an error.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

47. ERROR 48

In PRODUCTION mode, in case of an incorrect value of the *vads_return_mode* field, the user will get the following error message in the browser during a payment:

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

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

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

47.1. Cause of vads_return_mode error

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. Its format must be of *enum* type.
The 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.

Make sure that the value entered in the form is correct.

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

48. ERROR 50

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_mpi* field, the user will get the following error message in the browser during a payment:

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

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

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

48.1. Cause of vads_threeds_mpi error

The format of the field is incorrect

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

- absent or empty

- 0

- 1

- 2

Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

49. ERROR 51

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_enrolled* field, the user will get the following error message in the browser during a payment:

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

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

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

49.1. Cause of vads_threeds_enrolled error

The format of the field is incorrect

The vads_threeds_enrolled field designates the cardholder's enrollment status. Its format must be in alphabetic character with a fixed length of 1 character (*a1*).
Possible values are

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

Check that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

50. ERROR 52

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_cavv* field, the user will get the following error message in the browser during a payment:

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

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

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

50.1. Cause of vads_threeds_cavv error

The format of the field is incorrect

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

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

51. ERROR 53

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_eci* field, the user will get the following error message in the browser during a payment:

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

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

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

51.1. Cause of vads_threeds_eci error

The format of the field is incorrect

The vads_threeds_eci field designates the e-commerce index. Its format must be numeric characters with a variable length up to 2 characters (*n..2*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

52. ERROR 54

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_xid* field, the user will get the following error message in the browser during a payment:

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

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

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

52.1. Cause of vads_threeds_xid error

The format of the field is incorrect

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

53. ERROR 55

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_cavvAlgorithm* field, the user will get the following error message in the browser during a payment:

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

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

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

53.1. Cause of vads_threeds_cavvAlgorithm error

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. Its format 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

Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

54. ERROR 56

In PRODUCTION mode, in case of an incorrect value of the *vads_threeds_status* field, the user will get the following error message in the browser during a payment:

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

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

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

54.1. Cause of vads_threeds_status error

The format of the field is incorrect

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

Value	Description
Y	Authentication success
N	Authentication error
U	Authentication impossible
A	Authentication attempt

Check that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

55. ERROR 60

In PRODUCTION mode, in case of an incorrect value of the *vads_payment_src* field, the user will get the following error message in the browser during a payment:

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

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

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

55.1. Cause of vads_payment_src error

The format of the field is incorrect

The vads_payment_src field allows to define the payment source. Its format must be of *enum* type.
The 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 through a call center
OTHER	Other: payment made through a different source, e.g. Merchant Back Office

Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

56. ERROR 61

In PRODUCTION mode, in case of an incorrect value of the *vads_user_info* field, the user will get the following error message in the browser during a payment:

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

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

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

56.1. Causes of the vads_user_info error

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

Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

57. ERROR 62

In PRODUCTION mode, in case of an incorrect value of the *vads_contracts* field, the user will get the following error message in the browser during a payment:

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

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

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

57.1. Cause of vads_contracts error

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 of (*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`

Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

58. ERROR 63

In PRODUCTION mode, in case of an incorrect value of the *vads_subscription* field, the user will get the following error message in the browser during a payment:

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

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

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

58.1. Cause of vads_subscription error

The format of the field is incorrect

The vads_subscription field is an optional parameter used in case of creating a recurring payment. It designates the ID of the recurring payment ID to create.
Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 50 characters (*ans..50*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

59. ERROR 64

In PRODUCTION mode, in case of an incorrect value of the *vads_sub_desc* field, the user will get the following error message in the browser during a payment:

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

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

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

59.1. Causes of the vads_sub_desc error

The format of the field is incorrect

The vads_sub_desc field is a mandatory parameter used in 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 in compliance with the **iCalendar** (Internet Calendar) specification, described in RFC5545 (see*http://tools.ietf.org/html/rfc5545*).

Example

To program installment payments 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 the 30th does not exist, 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.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

60. ERROR 65

In PRODUCTION mode, in case of an incorrect value of the *vads_sub_amount* field, the user will get the following error message in the browser during a payment:

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

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

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

60.1. Causes of the vads_sub_amount error

1. The recurring amount has not been submitted to the payment gateway
2. The recurring amount submitted to the gateway is equal to ZERO
3. The recurring amount submitted to the gateway is negative
4. The recurring amount contains non-numeric characters (comma, dot, etc.)

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 installment amounts in case of 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=20180707100333]
[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=20180721]
[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]
```

![Systempay - Solutions d'avance logo]

The recurring amount submitted to the gateway is negative

```
[signature=ycA5Do5tNvsnKdc/eP1bj2xa19z9q3iWPy9/rpesfS0=]
[vads_validation_mode=0]
[vads_sub_desc=RRULE:FREQ=MONTHLY;BYMONTHDAY=10]
[vads_trans_date=20180707100333]
[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=20180721]
[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 non-numeric characters (comma, dot, 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=20180707100333]
[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=20170721]
[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]
```

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

61. ERROR 66

In PRODUCTION mode, in case of an incorrect value of the *vads_sub_init_amount* field, the user will get the following error message in the browser during a payment:

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

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

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

61.1. Causes of the vads_sub_init_amount error

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

2. The recurring amount submitted to the gateway is negative

3. The recurring amount contains non-numeric characters (comma, dot, etc.).

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=20180707100333]
[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=20180721]
[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=20180707100333]
```

The recurring amount submitted to the gateway is negative

```
[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=20180721]
[vads_currency=978]
[vads_version=V2]
[vads_capture_delay=0]
[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=en]
[vads_site_id=70258842]
```

The recurring amount contains non-numeric characters (comma, dot, 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=20180707100333]
[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=20180721]
[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=en]
[vads_site_id=70258842]
```

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

62. ERROR 67

In PRODUCTION mode, in case of an incorrect value of the *vads_sub_currency* field, the user will get the following error message in the browser during a payment:

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

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

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

62.1. Causes of the vads_sub_currency error

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)

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

63. ERROR 68

In PRODUCTION mode, in case of an incorrect value of the *vads_sub_init_amount_number* field, the user will get the following error message in the browser during a payment:

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

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

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

63.1. Cause of vads_sub_init_amount_number error

The format of the field is incorrect

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

Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

64. ERROR 69

In PRODUCTION mode, in case of an incorrect value of the *vads_sub_effect_date* field, the user will get the following error message in the browser during a payment:

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

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

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

64.1. Causes of the vads_sub_effect_date error

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

2. The effective date has passed.

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

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 17th 2016, the value of the vads_sub_effect_date field must be **20161017**.

The effective date has passed.

The effective date chosen for starting the recurring payment cannot be in the past. Make sure 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 17th 2016, the vads_sub_effect_date field cannot be populated with October 15th 2016.

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.
Make sure that the value of vads_sub_effect_date corresponds to the defined pre-notification date.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

65. ERROR 70

In PRODUCTION mode, in the case of an absent or empty *signature* field during a transaction, the user will get the following error message in the browser during a payment:

> **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 email notification containing the form that the gateway was unable to process and the value of the invalid field.

65.1. Cause of the empty_params error

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**.

Make sure that the *signature* field is present in your form.
Make sure that the *signature* field is spelled correctly (in lowercase).
Make sure the field value is not empty.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

66. ERROR 71

In PRODUCTION mode, in case of an incorrect value of the *vads_available_languages* field, the user will get the following error message in the browser during a payment:

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

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

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

66.1. Cause of the vads_available_languages error

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 consist of a list of values separated by a "`;`" (*language1;language2;language3...*).

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

Language	Value	Flag shown by default
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	x

Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

67. ERROR 72

In PRODUCTION mode, in case of an incorrect value of the *vads_shop_name* field, the user will get the following error message in the browser during a payment:

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

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

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

67.1. Cause of vads_shop_name error

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. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 127 characters (*ans..127*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

68. ERROR 73

In PRODUCTION mode, in case of an incorrect value of the *vads_shop_url* field, the user will get the following error message in the browser during a payment:

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

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

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

68.1. Causes of the vads_shop_url error

The value of the field doesn't 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. Its format 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.

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

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

69. ERROR 76

In PRODUCTION mode, in case of an incorrect value in one of the *vads_birth_day*, *vads_birth_month* and *vads_birth_year* fields, the user will get the following error message in the browser during a payment:

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

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

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

69.1. Causes of the vads_birth_day, vads_birth_month or vads_birth_year error

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. Its format 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. Its format 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 Its format must consist of numeric characters with a fixed length of 4 characters (*n4*).

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

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

70. ERROR 77

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_cell_phone* field, the user will get the following error message in the browser during a payment:

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

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

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

70.1. Cause of vads_cust_cell_phone error

The format of the field is incorrect
The vads_cust_cell_phone field allows to transmit the buyer's cell phone number. Its format must consist of alphanumeric characters with a variable length up to 32 characters (*an..32*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

71. ERROR 80

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_name* field, the user will get the following error message in the browser during a payment:

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

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

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

71.1. Cause of vads_ship_to_name error

The format of the field is incorrect

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

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

72. ERROR 81

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_street* field, the user will get the following error message in the browser during a payment:

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

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

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

72.1. Cause of vads_ship_to_street error

The format of the field is incorrect

The vads_ship_to_street filed allows to specify the buyer's address. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 255 characters (*ans..255*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

73. ERROR 82

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_street2* field, the user will get the following error message in the browser during a payment:

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

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

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

73.1. Cause of vads_ship_to_street2 error

The format of the field is incorrect

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

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

74. ERROR 83

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_city* field, the user will get the following error message in the browser during a payment:

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

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

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

74.1. Cause of the vads_ship_to_city error

The format of the field is incorrect

The vads_ship_to_city filed allows to specify the city for shipping. Its format must be alphanumeric characters with a variable length up to 128 characters (*an..128*).
Make sure that the value entered in the form is correct.

 If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

75. ERROR 84

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_state* field, the user will get the following error message in the browser during a payment:

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

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

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

75.1. Cause of vads_ship_to_state error

The format of the field is incorrect

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

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

76. ERROR 85

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_zip* field, the user will get the following error message in the browser during a payment:

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

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

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

76.1. Cause of vads_ship_to_zip error

The format of the field is incorrect

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

77. ERROR 86

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_country* field, the user will get the following error message in the browser during a payment:

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

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

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

77.1. Causes of the vads_ship_to_country error

1. The vads_ship_to_country field value is not in uppercase.

2. The vads_ship_to_country field does not correspond to any country code.

The vads_ship_to_country field value is not in 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	IN	India
BR	Brazil	MQ	Martinique
CI	Ivory Coast	NC	New Caledonia
FR	Corsica	PF	French Polynesia
FR	France	PM	St. Pierre and Miquelon
GP	Guadeloupe	US	United States of America

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

 If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

78. ERROR 87

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_phone_num* field, the user will get the following error message in the browser during a payment:

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

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

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

78.1. Causes of the vads_ship_to_phone_num error

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

79. ERROR 88

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_state* field, the user will get the following error message in the browser during a payment:

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

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

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

79.1. Cause of vads_cust_state error

The format of the field is incorrect

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

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

80. ERROR 91

In PRODUCTION mode, in case of an incorrect value of the *vads_ext_info* field, the user will get the following error message in the browser during a payment:

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

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

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

80.1. Cause of vads_ext_info error

The format of the field is incorrect

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

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

81. ERROR 92

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_status* field, the user will get the following error message in the browser during a payment:

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

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

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

81.1. Cause of vads_cust_status error

The format of the field is incorrect

The vads_cust_status field allows to transmit the buyer type. Its format must be of *enum* type.
The possible values are:

- **PRIVATE**,

- **COMPANY**

Check that the value entered in the form is correct.

⚠️ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

82. ERROR 93

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_status* field, the user will get the following error message in the browser during a payment:

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

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

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

82.1. Cause of the vads_ship_to_status error

The format of the field is incorrect

The vads_ship_to_status filed allows to specify the type of the shipping address. Its format must be of *enum* type.
The possible values are:

- **PRIVATE**,

- **COMPANY**

Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

83. ERROR 94

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_type* field, the user will get the following error message in the browser during a payment:

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

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

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

83.1. Cause of vads_ship_to_type error

The format of the field is incorrect

The vads_ship_to_type filed allows to specify the shipping type. Its format must be of *enum* type.
The 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 in 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.

Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

84. ERROR 95

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_speed* field, the user will get the following error message in the browser during a payment:

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

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

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

84.1. Cause of vads_ship_to_speed error

The format of the field is incorrect

The vads_ship_to_speed filed allows to specify the shipping mode. Its format must be of *enum* type.
The possible values are:

- **STANDARD**

- **EXPRESS**

- **PRIORITY**

Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

85. ERROR 96

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_delivery_company_name* field, the user will get the following error message in the browser during a payment:

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

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

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

85.1. Cause of vads_ship_to_delivery_company_name error

The format of the field is incorrect

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

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

86. ERROR 97

In PRODUCTION mode, in case of an incorrect value of the *vads_product_labelN* field, the user will get the following error message in the browser during a payment:

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

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

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

86.1. Cause of vads_product_label error

The format of the field is incorrect

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

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

87. ERROR 98

In PRODUCTION mode, in case of an incorrect value of the *vads_product_typeN* field, the user will get the following error message in the browser during a payment:

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

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

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

87.1. Cause of vads_product_type error

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.).
The format must be of *enum* type.
The possible values are:

Valeur	Description
FOOD_AND_GROCERY	Produits alimentaires et d'épicerie
AUTOMOTIVE	Automobile / Moto
ENTERTAINMENT	Divertissement / Culture
HOME_AND_GARDEN	Maison et jardin
HOME_APPLIANCE	Equipement de la maison
AUCTION_AND_GROUP_BUYING	Ventes aux enchères et achats groupés
FLOWERS_AND_GIFTS	Fleurs et cadeaux
COMPUTER_AND_SOFTWARE	Ordinateurs et logiciels
HEALTH_AND_BEAUTY	Santé et beauté
SERVICE_FOR_INDIVIDUAL	Services à la personne
SERVICE_FOR_BUSINESS	Services aux entreprises
SPORTS	Sports
CLOTHING_AND_ACCESSORIES	Vêtements et accessoires
TRAVEL	Voyage
HOME_AUDIO_PHOTO_VIDEO	Son, image et vidéo
TELEPHONY	Téléphonie

Table 1: Valeurs associées à vads_product-type0

Check that the value entered in the form is correct.

⚠️ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

88. ERROR 100

In PRODUCTION mode, in case of an incorrect value of the *vads_product_refN* field, the user will get the following error message in the browser during a payment:

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

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

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

88.1. Cause of vads_product_ref error

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.).
Its format must consist of alphanumeric characters with a variable length up to 64 characters (*an..64*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

89. ERROR 101

In PRODUCTION mode, in case of an incorrect value of the *vads_product_qtyN* field, the user will get the following error message in the browser during a payment:

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

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

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

89.1. Cause of vads_product_qty error

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.).
Its format must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

90. ERROR 102

In PRODUCTION mode, in case of an incorrect value of the *vads_product_amountN* field, the user will get the following error message in the browser during a payment:

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

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

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

90.1. Cause of the vads_product_amount error

The format of the field is incorrect

The vads_product_amount field allows to define the amount of each item in the cart. Its format must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Make sure 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.
Example of error: **[vads_product_amountN=-100]**

The amount contains non-numeric characters (comma, dot, 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".
Example of error: **[vads_product_amountN=100.50]**

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

91. ERROR 103

In PRODUCTION mode, in case of an incorrect value of the *vads_payment_option_code* field, the user will get the following error message in the browser during a payment:

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

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

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

91.1. Cause of vads_payment_option_code error

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 case of a payment in installments

Its format must be alphanumeric characters with a variable length up to 5 characters (*an..5*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

92. ERROR 104

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_first_name* field, the user will get the following error message in the browser during a payment:

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

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

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

92.1. Causes of the vads_cust_first_name error

The format of the field is incorrect

The vads_cust_first_name field allows to transmit the buyer's first name. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 63 characters (*ans..63*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

93. ERROR 105

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_last_name* field, the user will get the following error message in the browser during a payment:

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

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

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

93.1. Cause of vads_cust_last_name error

The format of the field is incorrect

The vads_cust_last_name field allows to transmit the buyer's last name. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 63 characters (*ans..63*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

94. ERROR 106

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_first_name* field, the user will get the following error message in the browser during a payment:

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

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

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

94.1. Cause of the vads_ship_to_first_name error

The format of the field is incorrect

The vads_ship_to_first_name field allows to transmit the buyer's first name. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 63 characters (*ans..63*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

95. ERROR 107

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_last_name* field, the user will get the following error message in the browser during a payment:

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

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

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

95.1. Cause of vads_ship_to_last_name error

The format of the field is incorrect

The vads_ship_to_last_name field allows to transmit the buyer's last name. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 63 characters (*ans..63*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

96. ERROR 108

In PRODUCTION mode, in case of an incorrect value of the *vads_tax_amount* field, the user will get the following error message in the browser during a payment:

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

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

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

96.1. Cause of vads_tax_amount error

The format of the field is incorrect

The vads_tax_amount parameter allows to define the amount of taxes for the entire order. Its format must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Make sure 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.
Example: **[vads_tax_amount=-150]**

The amount contains non-numeric characters (comma, dot, 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.
Example: **[vads_tax_amount=1,50]**

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

97. ERROR 109

In PRODUCTION mode, in case of an incorrect value of the *vads_shipping_amount* field, the user will get the following error message in the browser during a payment:

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

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

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

97.1. Cause of vads_shipping_amount error

The format of the field is incorrect

The vads_shipping_amount parameter allows to define the shipping fees for the entire order. Its format must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Make sure 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 non-numeric characters (comma, dot, 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]**

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

98. ERROR 110

In PRODUCTION mode, in case of an incorrect value of the *vads_insurance_amount* field, the user will get the following error message in the browser during a payment:

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

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

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

98.1. Cause of vads_insurance_amount error

The format of the field is incorrect

The vads_insurance_amount parameter allows to define amount of insurance fees for the entire order. Its format must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Make sure 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 non-numeric characters (comma, dot, 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]**

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

99. ERROR 112

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_address_number* field, the user will get the following error message in the browser during a payment:

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

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

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

99.1. Cause of vads_cust_address_number error

The format of the field is incorrect

The vads_cust_address_number filed allows to specify the shipping street number. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 64 characters (*ans..64*).
Make sure that the value entered in the form is correct.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

100. ERROR 113

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_district* field, the user will get the following error message in the browser during a payment:

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

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

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

100.1. Cause of vads_cust_district error

The format of the field is incorrect

The vads_cust_district filed allows to specify the shipping district. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 127 characters (*ans..127*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

101. ERROR 114

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_street_number* field, the user will get the following error message in the browser during a payment:

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

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

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

101.1. Cause of vads_ship_to_street_number error

The format of the field is incorrect

The vads_ship_to_street_number filed allows to specify the shipping street number. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 64 characters (*ans..64*).
Make sure that the value entered in the form is correct.

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

102. ERROR 115

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_district* field, the user will get the following error message in the browser during a payment:

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

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

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

102.1. Cause of vads_ship_to_district error

The format of the field is incorrect

The vads_ship_to_district filed allows to specify the shipping district. Its format must consist of alphanumeric and special characters (except <" and ">") with a variable length up to 127 characters (*ans..127*).
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

103. ERROR 116

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_user_info* field, the user will get the following error message in the browser during a payment:

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

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

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

103.1. Cause of vads_ship_to_user_info error

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 ">").

Make sure that the value entered in the form have these characteristics.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

104. ERROR 121

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_legal_name* field, the user will get the following error message in the browser during a payment:

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

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

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

104.1. Cause of vads_cust_legal_name error

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

Make sure that the value entered in the form have these characteristics.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

105. ERROR 124

In PRODUCTION mode, in case of an incorrect value of the *vads_cust_national_id* field, the user will get the following error message in the browser during a payment:

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

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

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

105.1. Causes of the vads_cust_national_id error

The format of the field is incorrect

The vads_cust_national_id allows 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 ">").

Make sure that the value entered in the form have these characteristics.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

106. ERROR 125

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_legal_name* field, the user will get the following error message in the browser during a payment:

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

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

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

106.1. Cause of vads_ship_to_legal_name error

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

Make sure that the value entered in the form have these characteristics.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

107. ERROR 127

In PRODUCTION mode, in case of an incorrect value of the *vads_ship_to_delay* field, the user will get the following error message in the browser during a payment:

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

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

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

107.1. Cause of vads_ship_to_delay error

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**.
The format must be of *enum* type.
The 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.

Make sure that the value entered in the form is correct.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

108. ERROR 128

In PRODUCTION mode, in case of an incorrect value of the *vads_proof_of_id_type* field, the user will get the following error message in the browser during a payment:

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

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

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

108.1. Cause of vads_proof_of_id_type error

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 format must be of *enum* type.
Make sure that the value entered in the form is correct.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

109. ERROR 129

In PRODUCTION mode, in case of an incorrect value of the *vads_proof_of_id_number* field, the user will get the following error message in the browser during a payment:

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

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

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

109.1. Cause of vads_proof_of_id_number error

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. Its format must consist of alphanumeric characters with a variable length up to 13 characters (*an..13*).
Make sure that the value entered in the form is correct.

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

110. ERROR 130

In PRODUCTION mode, in case of an incorrect value of the *vads_acquirer_transient_data* field, the user will get the following error message in the browser during a payment:

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

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

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

110.1. Cause of the vads_acquirer_transient_data error

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"}}
```

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

111. ERROR 131

In PRODUCTION mode, in case of an incorrect value of the *vads_override_payment_cinematic* field, the user will get the following error message in the browser during a payment:

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

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

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

111.1. Cause of the vads_override_payment_cinematic error

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, on individual transactions, a payment workflow different from the one specified in his 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.

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

112. ERROR 132

In PRODUCTION mode, in case of an incorrect value of the *signature* during a transaction in two steps via a wallet, the user will get the following error message in the browser during a payment:

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

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

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

112.1. Causes of the signature error during a 2-phase transaction via a wallet

The **132 - signature_wallet_two_steps** error appears only if there is a signature problem during a two-phase transaction 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.

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

2. The signature is not transmitted or the transmitted one does not match with the signature computation rule

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

You can use the gateway in TEST or PRODUCTION mode.
Each mode corresponds to a key. Make sure that you use the correct key according to the desired mode.
Check your key in the *Settings > Shop > Keys* tab of your Merchant Back Office.

The signature is not transmitted or the transmitted one does not match with the signature computation rule

Make sure that the *signature* field is present in your form.
Make sure 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 must be in this order: *vads_amount + vads_ctx_mode + vads_currency + vads_payment_option_code + vads_site_id*
Make sure that you have not forgotten a parameter or added an non-required parameter.
Make sure the sorting was done correctly.
Reminder of the computation method

1. *Sort __alphabetically__ the fields starting with **vads_**.*

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 a "**+**" 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 on the chain obtained at 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 signature is not transmitted or the transmitted one does not match with the signature computation rule

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

For more information, please refer to the *Hosted Payment Form Implementation Guide*.

If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

113. ERROR 133

In PRODUCTION mode, in case of an incorrect value like *eligible_amount_invalid*, the user will get the following error message in the browser during a payment:

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

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

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

113.1. Cause of the eligible_amount_invalid error

The **eligible_amount_invalid** error appears during a transaction via Conecs Electronic Meal Voucher.

We invite you to check the following cause.

The amount contains non-numeric characters (comma, dot, 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 populated as follows:

vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}

Therefore for 12,99 EUR, the *eligibleAmount* field must be set to 1299 and not 12,99.

Likewise, for 100 EUR, 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 *dot* characters ("**.**", "**,**", "**;**")

(!) If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

114. ERROR 134

In PRODUCTION mode, in case of an incorrect value like *eligible_amount_negative*, the user will get the following error message in the browser during a payment:

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

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

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

114.1. Cause of the eligible_amount_negative error

The **eligible_amount_negative** error appears during a transaction via Conecs Electronic Meal Voucher

We invite you to check the following cause.

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 populated as follows:
vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}
Therefore, for 12,99 EUR, the *eligibleAmount* field must be set to 1299 and not **-1299**.

⚠️ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

115. ERROR 135

In PRODUCTION mode, in case of an incorrect value like *eligible_amount_inconsistency*, the user will get the following error message in the browser during a payment:

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

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

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

115.1. Cause of the eligible_amount_inconsistency error

The **eligible_amount_inconsistency** error appears during a transaction via Conecs Electronic Meal Voucher.

We invite you to check the following cause.

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 populated as follows:
vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}
For example, if the transaction amount is **12,50 EUR**, the *eligibleAmount* element must be populated to the maximum with this amount, but should never exceed it.

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

116. ERROR 136

In PRODUCTION mode, in case of an incorrect value like *eligible_amount_missing_or_misspeled*, the user will get the following error message in the browser during a payment:

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

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

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

116.1. Cause of the eligible_amount_missing_or_misspeled error

The **eligible_amount_missing_or_misspeled** error appears during a transaction via Conecs Electronic Meal Voucher.

We invite you to check the following cause.

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 populated as follows: **vads_acquirer_transient_data ={"CONECS":{"eligibleAmount":"1299"}}**

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

117. ERROR 137

In PRODUCTION mode, in case of an incorrect value like *eligible_amount_min*, the user will get the following error message in the browser during a payment:

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

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

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

117.1. Cause of the eligible_amount_min error

The **eligible_amount_min** error appears during a transaction via Conecs Electronic Meal Voucher

We invite you to check the following cause.

1. 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 expressed amount is less than the authorized amount
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 populated 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.
However, 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 (expressed 100)

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

118. ERROR 138

In PRODUCTION mode, in case of an incorrect value of the *vads_url_post_wallet* field, the user will get the following error message in the browser during a payment:

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

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

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

118.1. Cause of vads_url_post_wallet error

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 from the buyer during a transaction in two-step using a wallet.

Example: **vads_url_post_wallet = https://mydomain-name.com/return_url**

Make sure the field respects the format of a URL.

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

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

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

119. 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 with the ones specified in the documentation.**

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

You will receive an email 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 of (*enum*) type.
Possible values are:

- **19.0**
  IVA (19%): VAT on services and products.

- **8.0**
  Consumo (8%): VAT on food and restaurants.

- **0.0**

Check that the value entered in the form is correct.

The amount contains non-authorized characters (comma, %, etc.)

The value must be expressed in XX.X 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%]

120. 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 with the ones specified in the documentation.**

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

You will receive an email 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. Its format must be 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.: 3000 for 30,00 EUR
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]**

121. ERROR 203

In PRODUCTION mode, in case of an incorrect value of the *vads_product_vat* field, the user will get the following error message in the browser during a payment:

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

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

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

121.1. Cause of vads_product_vat error

The format of the field is incorrect

The vads_product_vat field allows to define tax amount of each article in the cart. Its format must consist of numeric characters with a variable length up to 12 characters (*n..12*).
Make sure 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.
Example: **[vads_product_vat=-150]**

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

The amount must be expressed in the smallest unit of the used currency.
Therefore, for 1,50 EUR, the *vads_product_vat* field must be set to 150 and not 1,50.
Likewise, for 10 USD, the *vads_product_vat* field must be set to 1000 and not 10,00 or 10.
For 100 French Pacific Francs (XPF) the *vads_product_vat* field must be set to 100, as these currencies has no cents.

Error example: **[vads_product_vat=1,50]**

⚠ If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

122. ERROR 204

In PRODUCTION mode, in case of an incorrect value of the *signature* field, the user will get the following error message in the browser during a payment:

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

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

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

122.1. Causes of the signature computation error

The used computation algorithm does not correspond to the one defined in your shop configuration

The computation algorithm is defined in your Merchant Back Office (**Settings** > **Shop** > **Configuration** tab > **Security of data exchange** section).
SHA-1 or **HMAC-SHA-256**
For computing the signature, make sure that you apply the same algorithm as the one defined in your Merchant Back Office.

123. ERROR 999

In PRODUCTION mode, in case of an incorrect value of the *sensitive_data* field, the user will get the following error message in the browser during a payment:

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

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

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

123.1. Causes of the sensitive_data error

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.

! If you have confided the administration of your shop to a WEB agency, send them an e-mail with the received notification.

124. ERROR 10000

In PRODUCTION mode, in case of an incorrect value of the *vads_payment_config* field, the user will get the following error message in the browser during a payment:

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

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

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

124.1. Causes of the installments_not_allowed

Your payment is an installment payment but your offer does not include this feature.

You have requested the creation of an installment payment but your offer does not include this feature.

The activation of the installment payment feature needs the prior agreement of Natixis Payment Solutions. Please contact your customer advisor.

125. ERROR 10001

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

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

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

You will receive an email 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 requires subscription to the corresponding service.
We invite you to contact E-commerce customer service for more information.

126. 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 with the ones specified in the documentation.

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

You will receive an email 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:

• Contact E-commerce customer service.

127. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

128. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

129. ERROR 10103

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

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

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

You will receive an email 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.

130. 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 with the ones specified in the documentation.**

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

You will receive an email 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 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:

- Contact E-commerce customer service.

131. 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 with the ones specified in the documentation.**

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

You will receive an email 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:

- Make sure to use the network corresponding to your MID (for more information, see the definition of the **vads_contracts** field in the Implementation guide - Hosted Payment Page).

- Contact E-commerce customer service.

132. 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 with the ones specified in the documentation.**

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

You will receive an email 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:

- Change the value of the **vads_contracts** field in your payment form.

- Contact E-commerce customer service.

133. 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 with the ones specified in the documentation.**

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

You will receive an email 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:

- Contact E-commerce customer service.

Is your shop associated with an e-commerce MID 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 E-commerce customer service to update the card types enabled within your MID.

134. 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 with the ones specified in the documentation.**

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

You will receive an email 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 Implementation guide - Hosted Payment Page and check if this use case matches your requirements. If not, delete the field from your form.

- Contact E-commerce customer service.

135. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

136. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

137. ERROR 10111

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

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

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

You will receive an email 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 E-commerce customer service.

138. 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 with the ones specified in the documentation.**

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

You will receive an email 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 E-commerce customer service.

139. ERROR 10113

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

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

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

You will receive an email 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

140. 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 with the ones specified in the documentation.**

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

You will receive an email 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

141. 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 with the ones specified in the documentation.**

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

You will receive an email 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 date of recurring payment creation is December 17th 2018, the transmitted value cannot be set to December 15th 2016.

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.

142. 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 with the ones specified in the documentation.**

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

You will receive an email 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 E-commerce customer service.

143. 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 with the ones specified in the documentation.**

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

You will receive an email 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 E-commerce customer service.

144. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

145. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

146. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

147. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

148. 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 with the ones specified in the documentation.

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

You will receive an email 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 E-commerce customer service and request remote configuration of your MID.

149. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

- Contact E-commerce customer service.

150. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

151. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

152. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

153. 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 with the ones specified in the documentation.**

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

You will receive an email 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:

- Contact E-commerce customer service.

154. 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 with the ones specified in the documentation.**

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

You will receive an email 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. Go to **Settings** > **Company** > **Merchant IDs**.

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.

155. 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 with the ones specified in the documentation.**

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

You will receive an email 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 no longer is no longer 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. Go to **Settings** > **Company** > **Merchant IDs**.

3. Select your PayPal MID.

4. In the **Authorization management** box, 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.

156. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

157. ERROR 10138

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

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

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

You will receive an email 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.

158. 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 with the ones specified in the documentation.

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

You will receive an email 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 was 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.

159. ERROR 10141

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

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

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

You will receive an email 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.

160. 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 with the ones specified in the documentation.**

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

You will receive an email 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 last 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 last name (vads_cust_last_name) is mandatory.

161. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

162. ERROR 10144

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

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

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

You will receive an email 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.

163. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

164. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

165. 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 with the ones specified in the documentation.

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

You will receive an email 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. Here is the list of networks concerned:

- **KLARNA**

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_productsN**
    - **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.

166. 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 with the ones specified in the documentation.**

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

You will receive an email 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).

167. 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 with the ones specified in the documentation.**

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

You will receive an email 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).

168. 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 with the ones specified in the documentation.**

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

You will receive an email 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).

169. 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 with the ones specified in the documentation.**

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

You will receive an email 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).

170. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

171. 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 with the ones specified in the documentation.**

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

You will receive an email 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).

172. 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 with the ones specified in the documentation.**

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

You will receive an email 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 E-commerce customer service to finalize your shop configuration.

173. 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 with the ones specified in the documentation.**

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

You will receive an email 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.

174. 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 with the ones specified in the documentation.**

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

You will receive an email 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 activated by the acquirer, please contact E-commerce customer service to modify your MID options.

175. 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 with the ones specified in the documentation.**

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

You will receive an email 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).

To resolve the issue:

- 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 activated by the acquirer, please contact E-commerce customer service to modify your MID options.

176. 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 with the ones specified in the documentation.**

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

You will receive an email 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 E-commerce customer service to check if the payment options defined by your credit organization are enabled within your MID.

177. 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 with the ones specified in the documentation.**

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

You will receive an email 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 value of the vads_order_id field does not respect the Accord network restrictions

For payments made within the Accord network (Brand cards, gift cards), the *vads_order_id* field is mandatory and must respect the following format:

- Length: 9 characters

- Type: Alphanumeric ([A-Za-z0-9]).

178. 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 with the ones specified in the documentation.

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

You will receive an email 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 ">"