



7. Common ePDQ error messages

This is a guide to the most common ePDQ error messages encountered when integrating and using ePDQ, what they mean and what you should do.

Other factsheets available to help you make the most of ePDQ:

1. Internet Authentication Service
2. Passphrase mismatch
3. Authorisation and Pre-Authorisation
4. Processing a new sale
5. Unable to Read Configuration File
6. Encrypted data not present
8. Full refund/ Partial refund
9. Mandatory information not present
10. No data posted to ePDQ CPI
11. Not a Valid/ Allowed URL
12. Referred transactions

Error message:	202 – The transaction type 'Auth' requested is not allowed for an order that already has a valid transaction associated with it.
Meaning:	You are trying to use an Order ID that has already been used on a previous order.
What to do:	Create and enter a new Order ID for the transaction.

Error message:	4 – Routing information is missing or not valid for ClientId XXXXX.
Meaning:	Your ePDQ store is not yet activated.
What to do:	<ul style="list-style-type: none">• Go to www.epdq.co.uk/nextsteps/lite.htm• Username: nextstep• Password: welcome• Go to step 3• Fill in the activation form.

Error message:	221 – The card failed compliancy checks.
Meaning:	The card number is incorrect.
What to do:	Re-enter the correct card number.

Error message:	20 – Unable to determine card type.
Meaning:	There are some digits missing from the card number.
What to do:	Re-enter the correct card number.

Error message:	50 – Declined (General).
Meaning:	The card has been declined by the Card Issuer.
What to do:	Ask your customer to pay with a different card and suggest they contact their Card Issuer as soon as possible.

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Error message:	3 – Declined. Call bank for manual approval.
Meaning:	This is typically used in the event of a referred transaction, it is not necessarily that the card has been declined by the Card Issuer.
What to do:	<ul style="list-style-type: none">• Call voice authorisations for an authorisation code.• Re-enter the authorisation code (after authorisation) into ePDQ using the correct procedure.

Error message:	502 – The transaction was approved by the processor. However, it failed a fraud rule and has been marked for review.
Meaning:	The transaction has triggered one of your pre-set fraud rules and the system is set to 'review'. The transaction has been sent to the review section and is on hold.
What to do:	Review the transaction and decide whether to decline or approve the transaction.

Download more details

For more details about the processes outlined in this fact sheet, please log on to the ePDQ website and download the information you need.

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