



Moneris Receipts Specification

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Preface

This document, the *Moneris Receipts Specification*, has been produced to assist retailers, in implementing the Receipt requirements for the Card Payment Interface system. It covers requirements and recommendations for creating credit transaction receipts for customer and Merchant copies.

NOTE: Please dispose of all previous versions of this manual. Also, please note the “Documentation Feedback Report” located in the forward pages; we encourage your comments and suggestions.



Revision History

1

Moneris Merchant Certification

Every new Moneris merchant must be certified by Moneris regarding the Moneris Solutions Credit Receipt Specification for POS Card Processing Systems.

The steps for certification are:

1. Review the Moneris Solutions Credit Receipt Specification for POS Card Processing Systems Guide.
2. Merchant will format receipts to Moneris Solutions receipt specification.
3. Merchant will work with Moneris Solutions Client Integration Specialist to schedule a User Acceptance Test (UAT) and receipt validation with the Moneris Development Help Desk (DHD). The DHD can be contacted via e-mail at DevelopmentHelpDesk@moneris.com
4. Moneris DHD will setup merchant on DHD test environment to process test transactions.
5. Moneris DHD will provide test script to merchant.
6. When testing is complete, merchant will submit transaction receipts to Moneris DHD for final approval.
7. When the receipts have been reviewed, Moneris DHD will provide feed back with approval or requirement changes. If approved, Moneris Solutions will provide a certification letter to the merchant. Those not approved will receive results as to required changes.
8. PayPal merchants not attaining certification will be required to schedule a future UAT with Moneris Solutions DHD.

2

Credit Card Transaction Record Formats

The following is a suggested layout for an English language Credit card CTR using a 40-column printer. Note that most fields here shown are the same as for a Debit CTR, with the addition of the card expiry date and provision for the cardholder's signature. Two copies of the CTR are required; one for the cardholder and the other for the retailer. The layout examples illustrated here are recommended so as to provide a clear and easily read CTR for the cardholder and to provide a consistent presentation to Moneris tracing staff. A retailer may make layout changes subject to any hardware restrictions on his POS terminal. All the compulsory fields are described in detail below.

MOTO RECEIPT:

For MOTO Transactions, the merchant **MUST** write or print "TO" for a telephone order or "MO" for mail order on the signature line if the Transaction Receipt used for Deposit or retrieval purposes.

NOTE: All Fields shown on the example below are mandatory as per regulations and must be included on both the merchant and customer copy of a CTR for a Credit card transactions. A retailer is free to add any additional information that improves the readability of the CTR.

NOTE: Card Entry Indicator for Completion transactions must match the original pre-authorization. For example if the transaction was originally electronically pre-authorized with a swiped entry, then the completion message must print "S" or "Swiped" on the CTR.

NOTE: The expiry date **MUST NOT** be printed on the customer or merchant copy of the Credit Card CTR.

NOTE: The following statement **MUST** be included on all Customer receipts.

"IMPORTANT—retain this copy for your records"

IMPORTANT — conserver cette copie pour vos dossiers

NOTE: Cardholder agreement: The below cardholder agreement is optional on CTR's for Pre-authorization, Pre-Authorization Completion, Purchase and Refund Correction transactions.

"Cardholder will pay card issuer above amount pursuant to Cardholder Agreement."

"Le Titulaire versera ce montant a L'émetteur conformément au contract adhérent."

NOTE: The merchant number is not to appear on the CTR.

Note	Title	Explanation
NOTE 1	RETAILER NAME	
NOTE 2	123 STREET NAME TOWN/CITY, PROVINCE X1X 1X1	
NOTE 3	TYPE: PURCHASE	
NOTE 4	ACCT:VISA	----- \$ 1.01 -----
NOTE 5		
NOTE 6	CARD NUMBER: *****4998	
NOTE 7	DATE/TIME: 19 MAR 2000 09:28:43	
NOTE 8	REFERENCE #: 66000135 0010010010 S	
NOTE 9	AUTHOR. #: 080252	
NOTE 10	INVOICE NUMBER IIIIII	
NOTE 11	PROMO CODE PPPPPP	
NOTE 12		
NOTE 13	99 CUSTOMER MESSAGE XXX	
NOTE 14	SIGNATURE	
NOTE 15	IMPORTANT - Retain this copy for your records	
NOTE 16	CARDHOLDER WILL PAY CARD ISSUER ABOVE AMOUNT PURSUANT TO CARDHOLDER AGREEMENT	

Note	Title	Explanation
1.	Retailer name	The name of the store
2.	Store address	The postal address of the store
3.	Transaction identification	The type of transaction, e.g., purchase

Note	Title	Explanation
4.	Account type	The type of Credit card: VISA MASTERCARD AMERICAN EXPRESS DINERS While “AMEX” is the accepted abbreviation for “American Express,” it is preferable to use the full name of the card type for other Credit cards.
5.	Amount	Total amount being paid by Credit card.
6.	Primary Account Number	Cardholder’s card number (PAN) with masking.
7.	Date/time of transaction	The date may be in any format, but must show the day, month and year. The time must be in 24-hour format. Although not mandatory, the addition of seconds to the time is recommended to improve tracing of the transaction. Note that the date/time returned in the SPDH header (ISO P-48) of a response message is to be used for the CTR date/time stamp. The only exception to this rule is in the case of a timeout when the POS Terminal’s timestamp shall be used.
8.	Unique transaction ID	66000135 = ECR number 001 = shift 133 = batch number 001 = serial number 0 = control flag, may be either 0 or 1
9.	Swipe/manual indicator	Credit cards may be entered manually or swiped. If entered manually, must be “M”; if swiped, must be “S”; if tapped for paypass or paywave, must be “T.”
10.	Authorization number	The authorization number is to be printed if the transaction is approved. If the transaction is declined, print just the title and leave the actual number blank.
11.	Invoice Number	For Private Label cards only.
12.	Promo Code	For Private Label cards only.
13.	Approval/decline	See section entitled message “ Approval/Decline Messages ” on page 20 .
14.	Signature	For Credit card transactions, the signature forms the cardholder’s authority for the transaction. Note that only the retailer’s copy requires the cardholder’s signature; the cardholder’s copy does not.
15.	Notice	This message must be included on all customer receipts.
16.	Cardholder agreement message	When the cardholder agreement is used it is printed for credit Purchase, Pre-Authorization, Pre-Authorization Completion, and Refund Correction transactions. This is optional on the receipts.

EXAMPLES OF CREDIT CARD CTR'S (PRINTED ON A 40 COLUMN PRINTER)

APPROVED PURCHASE USING A SWIPED VISA CARD

ENGLISH

```

===== TRANSACTION RECORD =====

RETAILER NAME
123 STREET NAME
TOWN/CITY, PROVINCE X1X 1X1

TYPE: PURCHASE

ACCT: VISA                -----
                           $ 5.05
                           -----

CARD NUMBER:  *****4998
DATE/TIME:   19 MAR 2000 10:03:19
REFERENCE #: 66000135 0010010050 S
AUTHOR. #:   9182

          01 APPROVED - THANK YOU 027

SIGNATURE
_____

Important – Retain this copy for your records

CARDHOLDER WILL PAY CARD ISSUER
ABOVE AMOUNT PURSUANT TO
CARDHOLDER AGREEMENT

```

FRENCH

```

===== RELEVÉ DE TRANSACTION =====

NOM DU MARCHAND
123 NOM DE RUE
VILLE, PROVINCE X1X 1X1

TYPE: ACHAT

COMPTE: VISA                -----
                           $ 5.05
                           -----

N. DE CARTE:  *****4998
DATE/HEURE:  19 MAR 2000 10:03:19
# REFERENCE: 66000135 0010010050 S
# AUTOR.:    9182

          01 APPROUVÉE - MERCI 027

SIGNATURE
_____

IMPORTANT — conserver cette copie pour vos
dossiers

LE TITULAIRE VERSERA CE MONTANT A
L'EMETTEUR CONFORMEMENT AU CONTRAT
ADHERENT

```

Sample CTR for Credit-Only Pre-Authorization Transaction With Tip Line

===== TRANSACTION RECORD =====

Moneris Test Site
3250 Bloor St. West
12th Flr, East Tower
Toronto, ON M8X 2X9

TRANSACTION: PRE-AUTHORIZATION
ACCOUNT: VISA

CARD NUMBER: *****5311
DATE/TIME: 1999/01/27 08:11:09
SEQUENCE #: 66000135 0010020090 M
AUTHOR. #: 004413
AMOUNT: \$2.00
TIP: -----
TOTAL: -----

*** 04 APPROVED - THANK YOU 028 ***

SIGNATURE: _____

IMPORTANT – Retain this copy for your records

Cardholder will pay card issuer above amount
pursuant to Cardholder Agreement.

APPROVED REFUND USING A MANUALLY ENTERED AMERICAN EXPRESS CARD

ENGLISH

===== TRANSACTION RECORD =====	
RETAILER NAME 123 STREET NAME TOWN/CITY, PROVINCE X1X 1X1	
TYPE: REFUND	
ACCT: AMEX	----- \$ 23.45 -----
CARD NUMBER: *****5005 DATE/TIME: 19 MAR 2000 10:10:10 REFERENCE #: 66000135 0010010060 M AUTHOR. #: A49023	
00 APPROVED - THANK YOU 025	
SIGNATURE _____	
Important – Retain this copy for your records	

FRENCH

===== RELEVÉ DE TRANSACTION =====	
NOM DU MARCHAND 123 NOM DE RUE VILLE, PROVINCE X1X 1X1	
TYPE: REMISE D'ACHAT	
COMPTE: AMEX	----- \$ 23.45 -----
N. DE CARTE: *****5005 DATE/HEURE: 19 MAR 2000 10:10:10 # REFERENCE: 66000135 0010010060 M # AUTOR.: A49023	
00 APPROUVÉE - MERCI 025	
SIGNATURE _____	
IMPORTANT — conserver cette copie pour vos dossiers	

APPROVED PRE-AUTH USING A SWIPED MASTERCARD

ENGLISH

```

===== TRANSACTION RECORD =====

RETAILER NAME
123 STREET NAME
TOWN/CITY, PROVINCE X1X 1X1

TYPE: PRE-AUTH

ACCT: MASTERCARD          -----
                           $ 150.00
                           -----

CARD NUMBER:  *****7975
DATE/TIME:   19 MAR 2000 10:20:20
REFERENCE #: 66000135 0010010070 S
AUTHOR. #:   582401

          01 APPROVED - THANK YOU 027

SIGNATURE
_____

Important – Retain this copy for your records

CARDHOLDER WILL PAY CARD ISSUER
ABOVE AMOUNT PURSUANT TO
CARDHOLDER AGREEMENT

```

FRENCH

```

===== RELEVÉ DE TRANSACTION =====

NOM DU MARCHAND
123 NOM DE RUE
VILLE, PROVINCE X1X 1X1

TYPE: AUTORIZATION

COMPTE: MASTERCARD        -----
                           $ 150.00
                           -----

N. DE CARTE:  *****7975
DATE/HEURE:  19 MAR 2000 10:20:20
# REFERENCE: 66000135 0010010070 S
# AUTOR.:    582401

          01 APPROUVÉE - MERCI 027

SIGNATURE
_____

IMPORTANT — conserver cette copie pour vos
dossiers

LE TITULAIRE VERSERA CE MONTANT A
L'EMETTEUR CONFORMEMENT AU CONTRAT
ADHERENT

```

APPROVED COMPLETION USING A SWIPED MASTERCARD

ENGLISH

```

===== TRANSACTION RECORD =====

RETAILER NAME
123 STREET NAME
TOWN/CITY, PROVINCE X1X 1X1

TYPE: PRE-AUTH ADVICE

ACCT: MASTERCARD           -----
                           $ 150.00
                           -----

CARD NUMBER:  *****7975
DATE/TIME:   19 MAR 2000 10:30:30
REFERENCE #: 66000135 0010010080 S
AUTHOR. #:   582401

          01 APPROVED - THANK YOU 027

SIGNATURE
_____

Important – Retain this copy for your records

CARDHOLDER WILL PAY CARD ISSUER
ABOVE AMOUNT PURSUANT TO
CARDHOLDER AGREEMENT

```

FRENCH

```

===== RELEVÉ DE TRANSACTION =====

NOM DU MARCHAND
123 NOM DE RUE
VILLE, PROVINCE X1X 1X1

TYPE: AVIS D'ACHAT

COMPTE: MASTERCARD           -----
                           $ 150.00
                           -----

N. DE CARTE:  *****7975
DATE/HEURE:  19 MAR 2000 10:30:30
# REFERENCE: 66000135 0010010080 S
# AUTOR.:    582401

          01 APPROUVÉE - MERCI 027

SIGNATURE
_____

IMPORTANT — conserver cette copie pour vos dossiers

LE TITULAIRE VERSERA CE MONTANT A
L'EMETTEUR CONFORMEMENT AU CONTRAT
ADHERENT

```

NOTE: Card Entry Indicator for Completion transactions must match the original pre-authorization. For example if the transaction was originally electronically pre-authorized with a swiped entry, then the completion message must print “S” or “Swiped” on the CTR.

Transactions Processed "Over Floor Limit" From A SAF File

This type of transaction is always processed as a Pre-Authorization Advice. A manual imprint of the cardholder's card **MUST** be saved along with the merchant copy of the transaction receipt (CTR) in the merchant's records.

ENGLISH

===== TRANSACTION RECORD =====	
RETAILER NAME 123 STREET NAME TOWN/CITY, PROVINCE X1X 1X1	
TYPE: PRE-AUTH ADVICE	
ACCT: VISA	----- \$ 5.05 -----
CARD NUMBER: *****4998 DATE/TIME: 19 MAR 2000 10:03:19 REFERENCE #: 66000135 0010010051 M AUTHOR. #: 9182	
APPROVED THANK YOU	
SIGNATURE _____	
Important – Retain this copy for your records	
CARDHOLDER WILL PAY CARD ISSUER ABOVE AMOUNT PURSUANT TO CARDHOLDER AGREEMENT	

FRENCH

===== RELEVÉ DE TRANSACTION =====	
NOM DU MARCHAND 123 NOM DE RUE VILLE, PROVINCE X1X 1X1	
TYPE: AVIS D'ACHAT	
COMPTE: VISA	----- \$ 5.05 -----
N. DE CARTE: *****4998 DATE/HEURE: 19 MAR 2000 10:03:19 # REFERENCE: 66000135 0010010051 M # AUTOR.: 9182	
APPROUVÉE MERCI	
SIGNATURE _____	
IMPORTANT — conserver cette copie pour vos dossiers	
LE TITULAIRE VERSERA CE MONTANT A L'ÉMETTEUR CONFORMEMENT AU CONTRAT ADHÉRENT	

Transactions Processed “Under Floor Limit” From A SAF File

This type of transaction is always sent as a Purchase. A manual imprint of the cardholder’s card **MUST** be saved along with the merchant’s copy of the transaction receipt in the merchant’s records. The CTR for a SAF transaction follows the pattern for all credit cards; however, the control flag for SAF changes to “1” and the Authorization Number is always provided for Voice Authorizations.

ENGLISH

```

===== TRANSACTION RECORD =====

RETAILER NAME
123 STREET NAME
TOWN/CITY, PROVINCE X1X 1X1

TYPE: PURCHASE

ACCT: VISA                      -----
                                $ 5.05
                                -----

CARD NUMBER: *****4998
DATE/TIME:  19 MAR 2000 10:03:19
REFERENCE #: 66000135 0010010051 M
AUTHOR. #:  9182

          APPROVED - THANK YOU

SIGNATURE
_____

Important – Retain this copy for your records

CARDHOLDER WILL PAY CARD ISSUER
ABOVE AMOUNT PURSUANT TO
CARDHOLDER AGREEMENT

```

FRENCH

```

===== RELEVÉ DE TRANSACTION =====

NOM DU MARCHAND
123 NOM DE RUE
VILLE, PROVINCE X1X 1X1

TYPE: ACHAT

COMPTE: VISA                      -----
                                $ 5.05
                                -----

N. DE CARTE: *****4998
DATE/HEURE:  19 MAR 2000 10:03:19
# REFERENCE: 66000135 0010010051 M
# AUTOR.:  9182

          APPROUVÉE - MERCI

SIGNATURE
_____

IMPORTANT — conserver cette copie pour vos dossiers

LE TITULAIRE VERSERA CE MONTANT A
L'ÉMETTEUR CONFORMEMENT AU CONTRAT
ADHÉRENT

```

MOTO APPROVED PURCHASE USING A VISA CARD

ENGLISH

===== TRANSACTION RECORD =====	
RETAILER NAME 123 STREET NAME TOWN/CITY, PROVINCE X1X 1X1	
TYPE: PURCHASE	
ACCT: VISA	----- \$ 5.05 -----
CARD NUMBER: *****4998	
DATE/TIME: 19 MAR 2000 10:03:19	
REFERENCE #: 66000135 0010010051 M	
AUTHOR. #: 9182	
01 APPROVED - THANK YOU 027	
SIGNATURE	
_____ "TO" or "MO"	
Important – Retain this copy for your records	

FRENCH

===== RELEVÉ DE TRANSACTION =====	
NOM DU MARCHAND 123 NOM DE RUE VILLE, PROVINCE X1X 1X1	
TYPE: ACHAT	
COMPTE: VISA	----- \$ 5.05 -----
N. DE CARTE: *****4998	
DATE/HEURE: 19 MAR 2000 10:03:19	
# REFERENCE: 66000135 0010010051 M	
# AUTOR.: 9182	
01 APPROUVÉE - MERCI 027	
SIGNATURE	
_____ "TO" or "MO"	
IMPORTANT — conserver cette copie pour vos dossiers	

Approval/Decline Messages

Except for cancelled transactions and timed out transactions, the CTR customer message must be preceded by the ISO response code. Moneris response code must follow the customer message, except for reversals, cancelled transactions or timed out transactions.

CTR Customer Message Format

WITH RESPONSE CODES	WITHOUT RESPONSE CODES
99 <customer message> XXX	<customer message>
Where:	
99 ISO response code	
XXX = Host response code	

CTR Customer Message Examples

MESSAGE FOR	ENGLISH	FRENCH
Approval	99 Approved - Thank You XXX	99 Approuvée – Merci
Cancellation *	Transaction Cancelled	Operation Annulée
Terminal Time-out **	Transaction Not Completed	Operation non Exécutée
Reversal **	Transaction Not Completed	Operation non Exécutée
All Credit card declines	99 Transaction Not Approved XXX	99 Operation Refusée XXX
Debit card declines with ISO Codes 05, 51, 54, 55, 57, 58, 61, 62, 65, 75, 82, 92	99 Transaction Not Approved XXX	99 Operation Refusée XXX
All other Debit card declines ***	99 Transaction Not Completed XXX	99 Operation non Complétée XXX
Store & Forward (SAF)	Approved – Thank You	Approuvée – Merci

NOTE: * Response codes are not required for cancellations.

** Response codes are not required for time-outs or reversals

*** When a SPED with a Moneris application is used, this message should be used when a SPED returns Condition Code 307.

Requirements for Internet Transaction Receipts

The customer must be provided a record of the transaction, either by electronic means such as an email, or by surface mail if physical goods are being sent.

Changes to the required data on CTRs are:

- You must not send account data over the Internet to the customer. Use a unique identification number to later retrieve account details. It is preferable that you use the Moneris sequence number that is returned in the response.
- The URL (Uniform Resource Locator) or on-line address must be included on the CTR.
- A description of the goods/services must be provided.
- A list of any restrictions for refunds or returns.
- The Company's name **MUST** appear on the CTR, (not the Internet Provider's name).
- Amount currency code and authorization code **MUST** also be present.

	ONLINE RECEIPT																										
Note 1	Merchant's Company Name 123 Main Street Townsville, Ontario M1M 1M1 CANADA Tel: 555-555-5555 Fax: 555.555.5556																										
Note 2	WWW.COMPANYNAME.COM																										
Note 3	Reference number: 66#####0010010010	Order Number: #####																									
Note 4	Response Code: #	Authorization Code: #####	Note 5																								
Note 6	Transaction Date and Time:	Transaction Type: Sale	Note 7																								
	<table border="1"> <tr> <td colspan="3">Order Information</td> </tr> <tr> <td>Quantity</td> <td>Item</td> <td>Unit Price</td> </tr> <tr> <td>1 hour</td> <td>Services</td> <td>\$10.00</td> </tr> <tr> <td>1</td> <td>Good Thing</td> <td>\$10.00</td> </tr> <tr> <td></td> <td>Sub-total</td> <td>\$20.00</td> </tr> <tr> <td></td> <td>Taxes:</td> <td>\$2.00</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>\$22.00 CDN</td> </tr> <tr> <td></td> <td colspan="2">Transaction Type: Sale</td> </tr> </table>		Order Information			Quantity	Item	Unit Price	1 hour	Services	\$10.00	1	Good Thing	\$10.00		Sub-total	\$20.00		Taxes:	\$2.00		TOTAL	\$22.00 CDN		Transaction Type: Sale		Note 9, 10
Order Information																											
Quantity	Item	Unit Price																									
1 hour	Services	\$10.00																									
1	Good Thing	\$10.00																									
	Sub-total	\$20.00																									
	Taxes:	\$2.00																									
	TOTAL	\$22.00 CDN																									
	Transaction Type: Sale																										
Note 11	Purchaser 's Information Name: John Smith Address: 123 Main Street Cityville, Ontario N2N 2N2 CANADA																										
Note 12	RETURNS & REFUND POLICY: No Refunds or Returns after 90 days after the purchase date																										

Notes:

-
1. Merchant's company name
-
2. Merchant's online address
-

Notes:

3. Reference Number:
This is used as the unique transaction identifier. It is to be derived by combining Moneris Solutions' terminal/device ID and shift/batch/sequence numbers into one field.

 4. Response Code

 5. Authorization Code

 6. Transaction Date and Time:
Transaction time must reflect the local time of the payment server.

 7. Transaction Type

 8. Description of goods and services purchased

 9. Total transaction amount

 10. Currency (e.g., CDN or US)

 11. Cardholder's Name and Address
Include the Shipping Address if it is different from the Cardholder's address.

 12. Returns/Refund Policy, if restricted
-

3

Moneris Response Codes

The following table lists the Moneris Response Codes located in the last three bytes of the SPDH Header (P-48) as well as the corresponding ISO Response Codes (FID “X”). The terminal and PINPad (SPED) messages will be returned in the FID “g” field.

A Moneris Response Code that is less than “050” indicates an approved transaction.

The Terminal Message text is a suggestion only and is not mandated by either Moneris or Interac. It is strongly advised that discretion be used with sensitive messages such as “INSUFFICIENT FUNDS” if the terminal display is visible to persons other than the cardholder and the clerk. Replacing the above message with a more general message such as “DECLINED” is recommended.

The ISO response code may be the same for more than one response (e.g., 96). You need to check the Moneris response code as well.

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
APPROVED RESPONSE CODES				
000	00	Approved, Account Balances Included	Approved/ Approuvée	Approved/ Approuvée
001	00 10	Approved, Account Balances Not Included	Approved/ Approuvée	Approved/ Approuvée
002	00	Approved, Country Club	Approved/ Approuvée	Approved/ Approuvée
003	00	Approved, Maybe More ID	Approved/ Approuvée	Approved/ Approuvée
004	00 08	Approved, Pending ID (Sign Paper Draft)	Approved/ Approuvée	Approved/ Approuvée
005	00	Approved, Blind	Approved/ Approuvée	Approved/ Approuvée
006	00	Approved, VIP	Approved/ Approuvée	Approved/ Approuvée
007	00	Approved, Administrative Transaction	Approved/ Approuvée	Approved/ Approuvée
008	00	Approved, National NEG File Hit OK	Approved/ Approuvée	Approved/ Approuvée

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
009	00	Approved, Commercial	Approved/ Approuvée	Approved/ Approuvée
023	43	Amex - Credit Authorization	Approved Authorization/ Approuvée	- -
024	77	Amex 77 - Credit Authorization	Approved Authorization/ Approuvée	- -
025	00	Amex - Credit Authorization	Approved Authorization/ Approuvée	- -
026	03	Amex - Credit Authorization	Approved Authorization/ Approuvée	- -
027	00 01 85	Credit Card Authorization	Approved Authorized/ Approuvée	- -
028	04 11	VIP Credit Approved	Approved Authorized/ Approuvée	- -
029	21 76 77	Credit Response Acknowledgement	Approved Authorized/ Approuvée	- -
DECLINED RESPONSE CODES				
050	06 84 96	Decline	Re-Try System Problem ###/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
051	54	Expired Card	Expired Card/ Carte Expirée	Expired Card Refer To Branch/ Carte Expirée Voyez Votre Suc
052	75	PIN Retries Exceeded	Excess PIN Tries/ Trop Erreurs NIP	Excess PIN Tries Refer To Branch/ Trop Erreurs NIP Voyez Votre Suc

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
053	58	No Sharing	Re-Try Edit Error/ Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
054	96	No Security Module	Re-Try System Problem ####/ Recommencer Problème Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
055	40	Invalid Transaction	Card Not Supported/ Carte Non Acceptée	Not Approved No POS Access/ Refusée Pas Acces Au Tpv
056	40	No Support	Card Not Supported/ Carte Non Acceptée	Not Approved No POS Access/ Refusée Pas Acces Au Tpv
057	62	Lost Or Stolen Card	Card Use Limited/ Usage Restreint	Card Use Limited Refer To Branch/ Usage Restreint Voyez Votre Suc
058	62	Invalid Status	Card Use Limited/ Usage Restreint	Card Use Limited Refer To Branch/ Usage Restreint Voyez Votre Suc
059	62	Restricted Card	Card Use Limited/ Usage Restreint	Card Use Limited Refer To Branch/ Usage Restreint Voyez Votre Suc
060	52	No Checking Account	No Checking Acct Re-Try Or Cancel/ Pas De Compte Chèques	Chq Not Set Up Refer To Branch/ Cpte Non Etabli Voyez Votre Suc
	53 48	No Savings Account	No Savings Acct Re-Try Or Cancel/ Pas De Compte Epargne	Sav Not Set Up Refer To Branch/ Cpte Non Etabli Voyez Votre Suc
061	56	No PBF	Card Is Not Set Up/ Carte Inactive	Card Is Not Set Up Refer To Branch/ Carte Inactive Voyez Votre Suc

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
062	96	PBF Update Error	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
063	96	Invalid Authorization Type	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
064	14	Bad TRACK 2	Re-Try Invalid Card #/ Recommencer No. Carte Non Valide	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
065	RA	Adjustment Not Allowed	Exceeds Correction Limit/ Correction Limite Dépasser	Cannot Process Over Store Limit/ Non Traitable Magasin-Lim Excd
066	96	Invalid Credit Card Advance Increment	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
067	77	Invalid Transaction Date	Re-Try Edit Error ####/ Recommencer Erreur Edition ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
068	96	PTLF Error	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
069	06	Bad Message Error	Re-Try Edit Error ####/ Recommencer Erreur Edition ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
070	92	No IDF	Invalid Card/ Carte Non Valide	Invalid Card Refer To Branch/ Carte Non Valide Voyez Votre Suc
071	92	Invalid Route Authorization	Invalid Card/ Carte Non Valide	Invalid Card Refer To Branch/ Carte Non Valide Voyez Votre Suc

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
072	96	Card On National NEG File	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
073	92	Invalid Route Service (Destination)	Invalid Card/ Carte Non Valide	Invalid Card Refer To Branch/ Carte Non Valide Voyez Votre Suc
074	63 83 86 91	Unable To Authorize Merchant Link not logged on. (Network Management Logon required).	Issuer Not Online ####/ Emetteur Non Relie	Cannot Process System Problem/ Non Traitable Probleme Système
075	14	Invalid PAN Length	Re-Try Invalid Card #/ Recommencer No. Carte Non Valide	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
076	51	Low Funds	Insufficient Funds/ Manque De Fonds	Not Approved \$ Not Available/ Refusée Manque De Fonds
077	61	Pre-Auth Full	\$ Limit Exceeded/ Limite \$ Excédée	\$ Limit Exceeded Refer To Branch/ Limite \$ Excédée Voyez Votre Suc
078	09 94	Duplicate Transaction	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
079	61	Maximum Online Refund Reached	\$ Limit Exceeded/ Limite \$ Excédée	\$ Limit Exceeded Refer To Branch/ Limite \$ Excédée Voyez Votre Suc
080	61	Maximum Offline Refund Reached	\$ Limit Exceeded/ Limite \$ Excédée	\$ Limit Exceeded Refer To Branch/ Limite \$ Excédée Voyez Votre Suc
081	61	Maximum Credit Per Refund Reached	\$ Limit Exceeded/ Limite \$ Excédée	\$ Limit Exceeded Refer To Branch/ Limite \$ Excédée Voyez Votre Suc

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
082	65	Number Of Times Used Exceeded	Usage Exceeded/ Usage Excédée	Usage Exceeded Refer To Branch/ Usage Excédée Voyez Votre Suc
083	61	Maximum Refund Credit Reached	\$ Limit Exceeded/ Limite \$ Excédée	\$ Limit Exceeded Refer To Branch/ Limite \$ Excédée Voyez Votre Suc
084	96	Duplicate Transaction - Authorization Number Has Already Been Corrected By Host.	- -	- -
085	40	Inquiry Not Allowed	Card Not Supported/ Carte Non Acceptée	Not Approved No POS Access/ Refusée PAS Acces AU TPV
086	96	Over Floor Limit	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
087	Q7	Maximum Number Of Refund Credit By Retailer	Over Retailer Limit/ Magasin Limite Dépasser	Cannot Process Over Store Limit/ Non Traitable Magasin-Lim Excd
088	96	Place Call	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
089	62	CAF Status Inactive Or Closed	Card Use Limited/ Usage Restreint	Card Use Limited Refer To Branch/ Usage Restreint Voyez Votre Suc
090	96	Referral File Full	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
091	96	NEG File Problem	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
092	Q7	Advance Less Than Minimum	Over Retailer Limit/ Magasin Limite Dépasser	Cannot Process Over Store Limit/ Non Traitable Magasin-Lim Excd
093	96	Delinquent	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
094	96	Over Table Limit	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
095	61	Amount Over Maximum	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
096	82	PIN Required	Re-Try PIN Error/ Recommencer NIP Erroné	PIN Error Please Re-Try/ NIP Erroné Recommencez S.V.P.
097	14	Mod 10 Check Failure	Re-Try Invalid Card #/ Recommencer No. Carte Non Valide	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
098	96	Force Post	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
099	14	Bad PBF	Re-Try Invalid Card #/ Recommencer No. Carte Non Valide	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
REFERRAL RESPONSE CODES				
100	91	Unable To Process Transaction - Invalid Request Contact Moneris Help Desk for repeat declines.	Re-Try System Problem ### Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
101 102	96	Place Call	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
103	96	NEG File Problem	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
104	96	CAF Problem	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
105	57	Card Not Supported	Invalid Card/ Carte Non Valide	Invalid Card Refer To Branch/ Carte Non Valide Voyez Votre Suc
106	Q7	Amount Over Maximum	Over Retailer Limit/ Magasin Limite Dépasser	Cannot Process Over Store Limit/ Non Traitable Magasin-Lim Excd
107	65	Over Daily Limit	Usage Exceeded/ Usage Excédée	Usage Exceeded Refer To Branch/ Usage Exceeded Voyez Votre Suc
108	96	CAF Problem	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
109	Q7	Advance Less Than Minimum	Over Retailer Limit/ Magasin Limite Dépasser	Cannot Process Over Store Limit/ Non Traitable Magasin-Lim Excd
110	65	Number Of Times Used Exceeded	Usage Exceeded/ Usage Excédée	Usage Exceeded Refer To Branch/ Usage Exceeded Voyez Votre Suc
111	96	Delinquent	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
112	96	Over Table Limit	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
113	68 96	Time-out	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
115	96	PTLF Error	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
121	96	Administration File Problem	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
122	81	Unable To Validate PIN: Security Module Down	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
SYSTEM ERROR RESPONSE CODES				
150	06	Merchant Not On File	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
200	06 52 53	Invalid Account	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
201	55	Incorrect PIN	Re-Try PIN Error/ Recommencer NIP Erroné	PIN Error Please Re-Try/ NIP Erroné Recommencez S.V.P.
202	13	Advance Less Than Minimum	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
203	96	Administrative Card Needed	Re-Try System Problem ####/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
204	Q7	Amount Over Maximum	Over Retailer Limit/ Magasin Limite Dépasser	Cannot Process Over Store Limit/ Non Traitable Magasin-Lim Excd
205	13	Invalid Advance Amount	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
206	56	CAF Not Found	Card Is Not Set Up/ Carte Inactive	Card Not Set Up Refer To Branch/ Carte Inactive Voyez Votre Suc
207	77	Invalid Transaction Date	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
208	06	Invalid Expiration Date	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
209	12	Invalid Transaction Code	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
210	87	PIN Key Sync Error	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
212	91	Destination Not Available	Issuer Not Online ###/ Emetteur Non Relie ###	Cannot Process System Problem/ Non Traitable Probleme Système
251	13	Error On Cash Amount	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
252	40	Debit Not Supported	Card Not Supported/ Carte Non Acceptée	Not Approved No POS Access/ Refusée Pas Acces Au Tpv

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
AMEX RESPONSE CODES (DECLINES)				
426	02	AMEX - Denial 12	Call AMEX 12/ Appeler AMEX 12	- -
427	07	AMEX - Invalid Merchant	Invalid Merchant/ Marchand Inconnu	- -
429	09	AMEX - Account Error	Account Error Re-Try/ Compte Erroné Recommencer	- -
430	10	AMEX - Expired Card	Expired Card/ Carte Expirée	- -
431	11	AMEX - Call Amex	Call AMEX/ Appeler AMEX	- -
434	15	AMEX - Call 03	Call AMEX 03/ Appeler AMEX 03	- -
435	16	AMEX - System Down	System Down Système En Panne	- -
436	19	AMEX - Call 05	Call AMEX 05/ Appeler AMEX 05	- -
437	42	AMEX - Declined, Call	Declined Call AMEX/ Refusée Appeler AMEX	- -
438	50	AMEX - Declined, Call	Declined Call AMEX/ Refusée Appeler AMEX	- -
439	51	AMEX - Service Error	Service Error/ Erreur De Service	- -
440	53	AMEX - Call Amex	Call AMEX/ Appeler AMEX	- -
441	0A	AMEX - Amount Error	Amt Error Retry/ Montant Erroné Recommencer	- -
CREDIT CARD RESPONSE CODES (DECLINES)				
475	06	CREDIT CARD - Invalid Expiration Date	Declined – Invalid Expiry Date/ Refusée Date Expirée Non Valide	- -

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
476	03 12 13 15 19 77 91 96	CREDIT CARD - Invalid Transaction, Rejected	Declined/ Refusée	- -
477	14	CREDIT CARD - Refer Call	Declined Unknown Account/ Refusée Compte Inconnu	- -
478	41	CREDIT CARD - Decline, Pick Up Card, Call	Declined 41-Hold Card Call/ Refusée 41-Garder Carte Appeler	- -
479	04 42	CREDIT CARD - Decline, Pick Up Card	Declined Pick Up Card/ Refusée Garder Carte	- -
480	07 43	CREDIT CARD - Decline, Pick Up Card	Declined 43-Hold Card Call/ Refusée 43-Garder Carte Appeler	- -
481	05 50 51 57 58 62 65 80 93	CREDIT CARD - Decline	Declined/ Refusée	- -
482	54	CREDIT CARD - Expired Card	Declined Expired Card/ Refusée Carte Expirée	- -

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
483	01 60 61	CREDIT CARD - Refer	Declined Refer Call to Issuer/ Refusée Referer l' Appel á l'Émetteur	- - -
484	02 69	CREDIT CARD - Expired Card – Refer	Declined Refer Call to Issuer/ Refusée Referer l' Appel á l'Émetteur	- - -
485	78	CREDIT CARD - Not Authorized	Declined/ Refusée	- -
486	81	CREDIT CARD - CVV Cryptographic Error	Declined/ Refusée	- -
487	82	CREDIT CARD – Invalid CVV	Declined/ Refusée	- -
489	84	CREDIT CARD – Invalid CVV	Declined/ Refusée	- -
490	85	CREDIT CARD – Invalid CVV	Declined/ Refusée	- -
SYSTEM DECLINE RESPONSE CODES				
800	06	Bad Format	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
801	06	Bad Data	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
802	06	Invalid Clerk ID	Invalid Clerk ID/ Commis Non Valide	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
809	57	Bad Close	Re-Try – Trans Not Permitted/ Recommencer Opération Non Permise	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
810	68	System Timeout No response from Moneris Host Contact Moneris Help Desk for repeat declines.	Re-Try System Problem ### Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
811	96	System Error	Re-Try System Problem ###/ Recommencer Probleme Système ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
821	58	Bad Response Length	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
877	81	Invalid PIN Block	Re-Try Edit Error Recommencer Erreur Edition	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
878	82	PIN Length Error	Re-Try PIN Error/ Recommencer NIP Erroné	PIN Error Please Re-Try/ NIP Erroné Recommencez S.V.P.
880	-	Final Response Packet of a Multi- Packet Transaction	- -	- -
881	-	Continuation Response Packet of a Multi-Packet Transaction	- -	- -
882		Download Aborted	General Failure	-
889	88	MAC Key Sync Error	- -	- -
898	63	Bad MAC value	Re-Try Edit Error ###/ Recommencer Erreur Edition ###	Cannot Process Please Re-Try/ Non Traitable Recommencez S.V.P.
899	84	Bad Sequence Number - Terminal must handle this internally - Resend Transaction.	- -	- -
900	75	Capture - PIN Tries Exceeded	Excess PIN Tries/ Trop Erreurs NIP	- -
901	54	Capture - Expired Card	Expired Card/ Carte Expirée	- -

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
902	05	Capture - NEG Capture	Card Restricted/ Carte Restreint	- -
903	05	Capture - CAF Status 3	Card Restricted/ Carte Restreint	- -
904	05	Capture - Advance less than Minimum	Invalid Amount/ Montant Non Valide	- -
905	05	Capture - Num Times Used	Max Use Exceeded/ Usage Max Excédé	- -
906	05	Capture – Delinquent	Account Problem/ Compte Problème	- -
907	05	Capture - Over Limit Table	Exceeds Limit/ Limite Excédée	- -
908	05	Capture - Amount Over Maximum	Invalid Amount/ Montant Non Valide	- -
909	05	Capture – Capture	Card Restricted/ Carte Restreint	- -
ADMIN RESPONSE CODES				
960	00	Initialization Failure - No Match on Merchant ID	Failed to Initialize Merchant ID Error	- -
961	00	Initialization Failure - No Match on PINPad	No Match on PINPAD Contact Help Centre	- -
962		Initialization Failure - No match on Printer ID	Failed to Initialize Printer ID Error	- -
963	05	Initialization Failure - No Match On Poll Code	Failed to Initialize Poll Code Error	- -
964	05	Initialization Failure - No Match On Concentrator ID	Failed to Initialize Concentrator ID Err	- -
965	05	Invalid Software Version Number	Terminal Data Error Contact Help Centre	- -
966	-	Duplicate Terminal Name	Duplicate Terminal Name	- -
970	-	Terminal/Clerk Table Full	Table Full / Table Pleine	- -
983	-	Clerk Totals Unavailable: selected Clerk IDs do not exist or have zero totals.	No Activity / Aucune Activite	- -

MONERIS RESPONSE CODES	ISO CODES FID X	MONERIS DESCRIPTION	TERM. MESSAGE ENGLISH/FRENCH	SPED MESSAGE ENGLISH/FRENCH
989	-	MAC Error on Transaction 95 (Initialization and Handshake) Most often, this indicates that the wrong keys have been injected into a device.	System Problem ###/ Probleme Système ###	- -