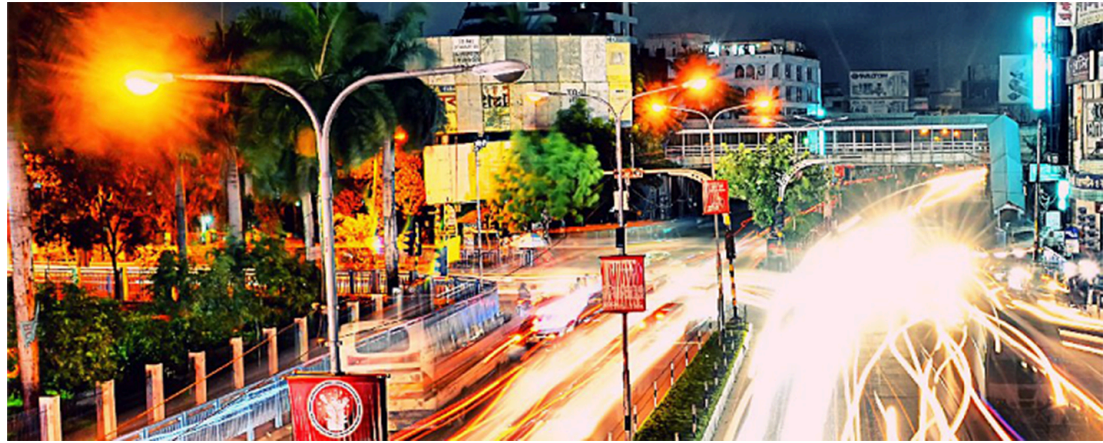


# Multibanco Services

Simple Order API

# Developer Guide



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Version: 22.01

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# Recent Revisions to This Document

## 22.01

### **Vitesse**

Due to Cybersource no longer having a relationship with Vitesse, multiple sections were edited or removed.

Refunding a Payment and Processing Multibanco Refund sections were removed.

Edited **apPaymentType**, **billTo\_firstName**, **billTo\_lastName**, **purchaseTotals\_currency**, **billTo\_ipAddress**, and **purchaseTotals\_grandTotalAmount**.

Removed **apRefundReply\_reasonCode**, **apRefundReply\_reconciliationID**, **apRefundReply\_reasponCode**, **apRefundService\_refundRequest**, and **apRefundReply\_paymentStatus**.

See ["Reason Codes and Processor Response Codes"](#) (on page 25).

## 19.01

### **Refunds**

Updated the refunds chapter.

## 18.01

### **Refund Partner**

Added a new chapter about the Cybersource refund partner.

## 17.02

### **Reason Codes**

Moved reason codes and processor response codes to ["Reason Codes and Processor Response Codes"](#) (on page 25).

## 17.01

### **Transaction Flow**

Updated the transaction flow information. See ["Transaction Flow"](#) (on page 10).

Added testing information. See ["Testing"](#) (on page 13).

# About This Guide


This section describes the audience and purpose of this guide as well as conventions and related documentation. See below information about how to use this guide and where to find further information.


## Audience and Purpose

This guide is for merchants who offer cash and offline payments to customers using the Multibanco payment method. It describes the tasks you must complete to make a sale and request the status of a payment. Its purpose is to help you provide a seamless payment experience for your customer.

## Conventions

The following special statements are used in this document:

 **Important:** An *Important* statement contains information essential to successfully completing a task or learning a concept.

 **Warning:** A *Warning* contains information or instructions, which, if not heeded, can result in a security risk, irreversible loss of data, or significant cost in time or revenue or both.

## Related Documentation

Refer to the Support Center for complete technical documentation:

<https://www.cybersource.com/en-us/support/technical-documentation.html>

## Customer Support

For support information about any service, visit the Support Center:

<http://www.cybersource.com/support>

**Related information**

[API Field Reference for the Simple Order API](#)

# Introduction to Cash Payment Services

A cash payment is an offline payment method that enables you to receive payments at stores, banks, and ATMs for e-commerce goods.

## Merchant Account Types

There are two types of Cybersource merchant accounts. For more information on each account type, contact your Cybersource sales representative.

- **Cybersource settlement services account**—this merchant account has no direct contract with a payment provider partner. The Cybersource Financial Settlement Partner (FSP) collects funds on your behalf and settles them to your merchant account. Cybersource settlement services account—this merchant account has no direct contract with a payment provider partner. The Cybersource Financial Settlement Partner (FSP) collects funds on your behalf and settles them to your merchant account.

 **Important:** Cybersource requests the export compliance service for every transaction using the Cybersource settlement services account. The export compliance service compares customer information to export control lists maintained by government agencies. If a customer's name appears on any government list, the transaction is declined.

To facilitate compliance checks for Cybersource settlement services accounts, you must send the following fields in your sale service requests:

- billTo\_city
- billTo\_country
- billTo\_firstName
- billTo\_lastName
- billTo\_street1

If you do not send these fields, you might not receive errors in the Cybersource test environment but you will receive errors in the production environment.

- **Processor direct contract account**—this merchant account must use the payment provider selected by Cybersource. If you have existing direct contracts, you must inform your sales representative.



# Supported Payment Methods

The following table lists the supported payment methods available for processing cash payments.

**Payment Methods**

Payment Method	Country	Services	Availability
Multibanco (see " <a href="#">Processing Multibanco Transactions</a> " (on page 10)).	Portugal	<ul style="list-style-type: none"><li>• Sale</li><li>• Check Status</li></ul>	Available for beta merchants.

# Processing Multibanco Transactions

Multibanco is an e-commerce payment system in Portugal that enables customers to pay for goods using an ATM or their bank account to make payments to your account.

## Transaction Flow

There are two possible transaction flows:

- Direct merchant flow. See "[Direct Merchant Flow](#)" (on page 10).
- Redirect flow. See "[Redirect Flow](#)" (on page 11).

## Direct Merchant Flow

1. Display the Multibanco payment method on your checkout page.
2. The customer chooses the Multibanco payment method.
3. Request the Cybersource **apSaleService** service and include the customer's payment details.
4. Cybersource responds with a payment reference code in the `apSaleReply_processorTransactionID`. Ignore the merchant URL value included in the response.
5. Display the payment reference code and the information listed below on your checkout page for the customer.
  - Expiration date—three days after the payment is created.
  - Entity—contact customer support.
  - Amount—the value included in the sale request.
6. Request the Cybersource **apCheckStatusService** service every four hours until the payment status is [SETTLED](#) or [ABANDONED](#).

The transaction statuses are:

- [PENDING](#)—the payment was initiated. Do not ship the goods.
- [ABANDONED](#)—the expiration date of the product code has passed.
- [SETTLED](#)—the payment is complete. You can ship the goods.

Request the check status service every four hours until the status is [SETTLED](#) or [ABANDONED](#).

## Redirect Flow

1. Display the Multibanco payment method on your checkout page.
2. The customer chooses the Multibanco payment method.
3. Request the Cybersource **apSaleService** service and include the customer's payment details.
4. Cybersource responds with a merchant URL to direct the customer to the Multibanco payment page for the payment code.
5. Request the Cybersource **apCheckStatusService** service every four hours until the payment status is [SETTLED](#) or [ABANDONED](#).

The transaction statuses are:


- [PENDING](#)—the payment was initiated. Do not ship the goods.
- [ABANDONED](#)—the customer did not complete the transaction before the expiration date.
- [SETTLED](#)—the payment failed. This status is returned in the sale service response.
- [FAILED](#)—the payment failed. Check the reasonCode field for the reason for the failure.

See "Reason Codes and Processor Response Codes".

Request the check status service every hour until the status is [SETTLED](#) or [ABANDONED](#).

## Performing a Sale

When you use Cybersource settlement services, Cybersource settles funds from a Cybersource account to your individual merchant bank account.


 **Note:** To use Cybersource settlement services, you must sign a contract with Cybersource rather than with a payment method provider or a payment card company.

# Export Compliance Service

When you use a Cybersource settlement services account, Cybersource automatically requests the export compliance service for every transaction. Export compliance verifies customer information by comparing it to lists maintained by government agencies. If a customer's billing information appears on any government lists, the transaction is declined.

The export compliance service can cause customers to experience transaction errors.

- In the test environment, if you do not send customer billing information in the sale service request, there are no export compliance errors.
- In the production environment, if you do not send customer billing information in the sale service request, export compliance errors occur.

 **Important:** If you have a Cybersource settlement services account, you must send the following customer information in every sale service request: billTo\_firstName, billTo\_lastName, billTo\_city, billTo\_street1, billTo\_country.

If you do not have a Cybersource settlement services account, you do not need to send customer billing data. For more information on CyberSource merchant accounts, see [Merchant Account Types \(on page 8\)](#).

## Perform a Sale

For detailed descriptions of all request and response fields, see ["API Fields" \(on page 18\)](#). For a sale example, see ["Simple Order API Examples" \(on page 14\)](#).

1. Set the **apSaleService\_run** field to `true`.
2. Include the following required fields:
  - **apPaymentType**—set to `MLB`.
  - **billTo\_city**—required when you have a Cybersource settlement and services account.
  - **billTo\_country**—required when you have a Cybersource settlement and services account.
  - **billTo\_email**
  - **billTo\_firstName**—required when you have a Cybersource settlement and services account.
  - **billTo\_lastName**—required when you have a Cybersource settlement and services account.
  - **billTo\_street1**—required when you have a Cybersource settlement and services account.

- **invoiceHeader\_merchantDescriptor**— When you use the redirect flow, the value of the field **invoiceHeader\_merchantDescriptor** is displayed on the redirect page. Cybersource recommends setting this value to the name of your business.
  - **merchantID**
  - **merchantReferenceCode**
  - **purchaseTotals\_currency**
  - **purchaseTotals\_grandTotalAmount**
3. Set the **apSaleService\_run** field to **true**.
  4. You may include the following optional fields:
    - **apPaymentType** — set to **MLB**.
    - **billTo\_ipAddress** —required when you need to specify customer's IP address.

## Check the Status of a Payment

For detailed descriptions of all request and response fields, see ["API Fields" \(on page 18\)](#). For a check status example, see ["Simple Order API Examples" \(on page 14\)](#).

1. Set the **apCheckStatusService\_run** field to **true**.
2. Include the following required fields:
  - **apCheckStatusService\_checkStatusRequestID**—set to the value of the requestID field that was returned in the sale service response.
  - **apPaymentType**—set to **MLB**.
  - **merchantID**
  - **merchantReferenceCode**

## Testing

For test transactions, send requests to the test server:


<https://ics2wstesta.ic3.com/commerce/1.x/transactionProcessor>

Multibanco has specific test values based on the following email addresses that are included in the sale request:

- status-116@hipay.com—sale response status is **PENDING** and the check status is **SETTLED**.

 **Note:** The payment status updates to **SETTLED** 15 minutes after the initial sale service request.

- status-114@hipay.com—sale response status is **PENDING** and the check status is **ABANDONED**.

 **Note:** The payment status updates to **ABANDONED** 15 minutes after the initial sale service request.

## Simple Order API Examples

### Name-Value Pair Examples

#### Sale Request

```
apSaleService_run=true
apPaymentType=MLB
billTo_city=Reading
billTo_country=GB
billTo_firstName=John
billTo_lastName=Smith
billTo_street1=1 The Street
billTo_email=jsmith@example.com
merchantID=mid123
merchantReferenceCode=ref1234
purchaseTotals_currency=EUR
purchaseTotals_grandTotalAmount=10.00
```

#### Sale Response

```
merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNy1k07KXFKEb9JpA6cQ1QY9
purchaseTotals_currency=EUR
```

```
apSaleReply_reasonCode=100
apSaleReply_paymentStatus=pending
apSaleReply_responseCode=00001
apSaleReply_merchantURL=https://stage-secure-gateway.hipay-tpp.com/gateway/forward
/179bee9a4075e3be875a2a682230e151
apSaleReply_processorTransactionID=530234678
apSaleReply_reconciliationID=sale9530019443
```

## Check Status Request

```
apCheckStatusService_run=true
apCheckStatusService_checkStatusRequestID=4848446851386814504011
apPaymentType=MLB
merchantID=mid123
merchantReferenceCode=ref1234
```

## Check Status Response

```
merchantReferenceCode=ref1234
requestID=4848446567036715804007
decision=ACCEPT
reasonCode=100
requestToken=AhjnrwSTBtW2cINmCVnohjaZCoMrLNylk07KXFKEb9JpA6cQ1QY9
apCheckStatusReply_reasonCode=100
apCheckStatusReply_paymentStatus=settled
apCheckStatusReply_reconciliationID=6LBP2Y395ISZ
```

# XML Examples

## Sale Request

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <invoiceHeader>
    <merchantDescriptor>201702100959563</merchantDescriptor>
  </invoiceHeader>
  <billTo>
    <city>Reading</city>
    <country>GB</country>
    <firstName>John</firstName>
    <lastName>Smith</lastName>
    <street1>1 The Street</street1>
    <email>jsmith@example.com</email>
```

```

    </billTo>
    <purchaseTotals>
      <currency>EUR</currency>
      <grandTotalAmount>10.00</grandTotalAmount>
    </purchaseTotals>
    <apPaymentType>MLB</apPaymentType>
    <apSaleService run="true"/>
  </requestMessage>

```

## Sale Response

```

<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">
  <c:merchantReferenceCode>ref1234</c:merchantReferenceCode>
  <c:requestID>4598061680576069801200</c:requestID>
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:requestToken>Ahjn7wSR8octWbBgx3fNRq9IJYafr58Mm3/2LidVC5Bmr</c:requestToken>
  <c:purchaseTotals>
    <c:currency>EUR</c:currency>
  </c:purchaseTotals>
  <c:apSaleReply>
    <c:reasonCode>100</c:reasonCode>
    <c:paymentStatus>pending</c:paymentStatus>
    <c:responseCode>00001</c:responseCode>
    <c:merchantURL>https://stage-secure-gateway.hipay-tpv.com/gateway/forward/179bee9a4075e3be875a2a682230e151</c:merchantURL>
    <c:processorTransactionID>530234678</c:processorTransactionID>
    <c:reconciliationID>sale9530019443</c:reconciliationID>
  </c:apSaleReply>
</c:replyMessage>

```

## Check Status Request

```

<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.132">
  <merchantID>mid123</merchantID>
  <merchantReferenceCode>ref1234</merchantReferenceCode>
  <apPaymentType>MLB</apPaymentType>
  <apCheckStatusService run="true">
    <checkStatusRequestID>4598061680576069801200</checkStatusRequestID>
  </apCheckStatusService>
</requestMessage>

```

## Check Status Response

```

<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.132">

```



```
<c:merchantReferenceCode>ref1234</c:merchantReferenceCode>
<c:requestID>4598061680576069801200</c:requestID>
<c:decision>ACCEPT</c:decision>
<c:reasonCode>100</c:reasonCode>

<c:requestToken>AhjnrwSR5sHLhu2bJ/u75qNRpB+xcTqoXC7Cgee2EWcAnW0l</c:requestToken>
<c:apCheckStatusReply>
  <c:reasonCode>100</c:reasonCode>
  <c:reconciliationID>checkstatus098766</c:reconciliationID>
  <c:paymentStatus>settled</c:paymentStatus>
</c:apCheckStatusReply>
</c:replyMessage>
```

# API Fields

## Formatting Restrictions

Unless otherwise noted, all field names are case sensitive and all fields accept special characters such as @, #, and %.

The values of the **item\_#\_** fields must not contain carets (^) or colons (:) because these characters are reserved for use by the services.

Values for request-level and item-level fields must not contain new lines or carriage returns. However, they can contain embedded spaces and any other printable characters. All leading and trailing spaces are removed.

For Moneris, values for request-level and item-level fields must not contain these special characters: ampersands (&), single quotes ('), double quotes ("), less-than signs (<), and greater-than signs (>).

## Data Type Definitions

For more information about these data types, see the [World Wide Web Consortium \(W3C\) XML Schema Part 2: Datatypes Second Edition](#).

Data Type	Description
Date and time	Format is yyyy-MM-DDThh:mm:ssZ  where: <ul style="list-style-type: none"><li>• T separates the date and the time.</li><li>• Z indicates Coordinated Universal Time (UTC), also known as Greenwich Mean Time (GMT).</li></ul> <b>Example:</b> 2021-01-11T22:47:57Z is January 11, 2021, at 22:47:57 (10:47:57 p.m.).
Integer	Whole number {..., -3, -2, -1, 0, 1, 2, 3, ...}
String	Sequence of letters, numbers, spaces, and special characters

# Working with Multibyte Character Strings

## Multibyte Characters

Some languages—such as Korean, Chinese, and Russian—require more than one ASCII byte per character. Therefore, a string of multibyte characters can exceed the allotted string length of some Cybersource API fields.

In some languages, a short name that has only three or four characters might be equivalent to 10 or 15 bytes in UTF-8. Therefore, it is important to consider the overall length of a multibyte string to be sure that it fits into the allotted ASCII string length.

For best success when working with languages, make sure that the total length of a multibyte string does not exceed the ASCII string length for a specific API field.

## Simple Order API Fields

### Request Fields

See [Getting Started with Cybersource Advanced for the Simple Order API](#) for a description of how name-value pair names relate to their corresponding XML element names.


#### Request Fields

Field Name	Description	Used By: Required (R) or Optional (O)	Data Type & Length
apCheckStatusService_checkStatusRequestID	Request ID of the sale transaction for which you want to check status. This value is returned in the sale service response.	Check Status (R)	String (26)
apCheckStatusService_run	Whether to include <b>apCheckStatusService</b> in your request. Possible values: <ul style="list-style-type: none"><li>• <b>true</b>: Include the service in your request.</li><li>• <b>false</b> (default): Do not include the service in your request.</li></ul>	Check Status (R)	String (5)

## Request Fields (continued)

Field Name	Description	Used By: Required (R) or Optional (O)	Data Type & Length
apPaymentType	Identifier for the payment type. Possible values:  • <a href="#">MLB</a> : Multibanco	Sale (R)  Check Status (R)	String (3)
apSaleService_run	Whether to include <b>apSaleService</b> in your request. Possible values:  • <a href="#">true</a> : Include the service in your request.  • <a href="#">false</a> (default): Do not include the service in your request.	Sale (R)	String (5)
billTo_city	Billing city.	Sale (R when you have a CyberSource settlement and services account; otherwise, O)	String (50)
billTo_country	Billing country. Use the two-digit character <a href="#">ISO Standard Country Codes</a> .	Sale (R when you have a Cybersource settlement and services account; otherwise, O)	String (2)
billTo_email	Customer's email address, including the full domain name.	Sale (R)	String (255)
billTo_firstName	Customer's first name.	Sale (R when you have a Cybersource settlement and services account; otherwise, O)	String (60)
billTo_ipAddress	Customer's IP Address.  Only supports IPv4 addresses.	Sale (O)	String (15)
billTo_lastName	Customer's last name.	Sale (R when you have a Cybersource	String (60)

## Request Fields (continued)

Field Name	Description	Used By: Required (R) or Optional (O)	Data Type & Length
		settlement and services account; otherwise, O)	
billTo_state	Billing state or province. Use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a> .	Sale (O)	String (2)
billTo_street1	Billing street address as it appears in the credit card issuer's records.	Sale (R when you have a Cybersource settlement and services account; otherwise, O)	String (60)
invoiceHeader_merchantDescriptor	Description displayed on the customer's statement. When you include more than one consecutive space, extra spaces are removed.   <b>Note:</b> Used only for Multibanco.	Sale (O)	String (35)
merchantID	Your Cybersource merchant ID. Use the same merchant ID for evaluation, testing, and production.	Required for all service requests.	String (30)
merchantReferenceCode	Merchant-generated order reference or tracking number. Cybersource recommends that you send a unique value for each transaction so that you can perform meaningful searches for the transaction.	Required for all service requests.	String (50)
purchaseTotals_currency	Currency used for the order. Possible values:  • <a href="#">EUR</a> : Multibanco	Sale (R)	String (5)
purchaseTotals_grandTotalAmount	Grand total for the order. This value cannot be negative. You can include a decimal point (.), but you cannot include any other special characters.	Sale (R)	Decimal (15)

### Request Fields (continued)

Field Name	Description	Used By: Required (R) or Optional (O)	Data Type & Length
	Cybersource truncates the amount to the correct number of decimal places.		

## Response Fields

### Response Fields

Field Name	Description	Returned By:	Data Type & Length
apCheckStatusReply_paymentStatus	Description of the payment status. Possible values: <ul style="list-style-type: none"><li>• <b>ABANDONED</b>: Customer did not confirm the payment within a specific time frame, or the customer cancelled the payment.</li><li>• <b>FAILED</b>: Payment failed.</li><li>• <b>PENDING</b>: Payment was initiated. Do not ship the goods.</li><li>• <b>SETTLED</b>: Payment is complete and the funds will be settled in your account. Ship the goods.</li></ul>	Check Status	String (15)
apCheckStatusReply_reasonCode	Numeric value corresponding to the result of the check status service request. See "Reason Codes and Processor Response Codes".	Check Status	Integer (5)
apCheckStatusReply_reconciliationID	Reconciliation ID that was used for the transaction.	Check Status	String (60)
apSaleReply_merchantURL	URL for redirecting the customer for processing the payment.  Cybersource recommends opening the URL in a new browser window and including the URL in an email	Sale	String (2048)

## Response Fields (continued)


Field Name	Description	Returned By:	Data Type & Length
	to the customer. Explain to the customer that when the product code expires, the transaction cannot be completed.		
apSaleReply_paymentStatus	Description of the payment status. Possible values: <ul style="list-style-type: none"> <li>• <b>PENDING</b>: Payment has not yet been processed.</li> <li>• <b>FAILED</b>: Payment failed because required fields are missing or invalid.</li> </ul>	Sale	String (15)
apSaleReply_processorTransactionID	Transaction ID assigned by the processor.	Sale	String (50)
apSaleReply_reasonCode	Numeric value corresponding to the result of the sale service request. See "Reason Codes and Processor Response Codes".	Sale	Integer (5)
apSaleReply_reconciliationID	Reconciliation ID that was used for the transaction.	Sale	String (60)
decision	Summarizes the result of the overall request. Possible values: <ul style="list-style-type: none"> <li>• <b>ACCEPT</b></li> <li>• <b>ERROR</b></li> <li>• <b>REJECT</b></li> </ul> See "Reason Codes and Processor Response Codes".	All services.	String (6)
merchantReferenceCode	Order reference or tracking number that you provided in the request. If you included multi-byte characters in this field in the request, the returned value might include corrupted characters.	All services.	String (50)
purchaseTotals_currency	Currency used for the order. Possible values:	Sale	String (5)

**Response Fields (continued)**

Field Name	Description	Returned By:	Data Type & Length
	<ul style="list-style-type: none"><li>• <a href="#">EUR</a>: Multibanco</li></ul>		
reasonCode	Numeric value corresponding to the result of the overall request. See "Reason Codes and Processor Response Codes".	All services	Integer (5)
requestID	Identifier for the request generated by the client.	All services.	String (26)
requestToken	Request token data created by Cybersource for each response. The field is an encoded string that contains no confidential information such as an account or card verification number. The string can contain a maximum of 256 characters.	All services	String (256)



# Reason Codes and Processor Response Codes

 **Important:** Cybersource recommends using the reason code value and the processor response code to determine the transaction result.

The following table describes the reason codes and processor response codes returned by the Simple Order API for cash payment services. For a description of replies, decisions, and reason codes, see the information about handling replies in [Getting Started with Cybersource Advanced for the Simple Order API](#).

**Reason Codes and Processor Response Codes**

Reason Code	Processor Response Code	Description
100	<ul style="list-style-type: none"><li>• 00001—status: pending.</li><li>• 00002—status: abandoned.</li><li>• 00003—status: authorized</li><li>• 00004—status: settled.</li></ul>	Successful transaction.
102	10000—status: failed.	One or more fields in the request contain invalid data.
150	<ul style="list-style-type: none"><li>• 20000—status: failed.</li><li>• 20001—status: failed.</li><li>• 20002—status: failed.</li><li>• 30000—status: failed.</li><li>• 30100—status: failed.</li></ul>	<p>Possible reasons:</p> <ul style="list-style-type: none"><li>• The signature was not included in the HTTP header.</li><li>• The signature in the HTTP header has expired, or it is not a valid signature.</li></ul> <p>The API version in the HTTP header was missing or is not supported.</p>