

Error: Cannot approve standin: Offline data authentication flag: Not performed when using Store and Forward

Summary:

Error: Cannot approve standin: Offline data authentication flag: Not performed when using Store and Forward, during a network or internet outage.(8.5.6.5+)

Cause:

This error indicates that the card is not allowed to be used for stand-in authorizations, or Offline Data Authorizations (ODA). This could either be a restriction on the card from the issuer, or how the CHIP is encoded.

Solution:

The customer will need to use an alternate form of payment or a different card. The ability to allow (or decline) stand-in authorizations that Counterpoint currently uses meets EMV industry standard guidelines and PCI requirements, and this message indicate that the card being used does not allow stand-in auths based on those guidelines.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1265>