What does it mean if I get a decline code? What should I do?

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The *Declined Response* and the *Reason Codes* are created by your gateway/merchant provider (not by Jackrabbit). To determine why a credit card was declined, contact your gateway provider or log into your **virtual terminal** for an explanation. Jackrabbit simply updates the family's *Transactions* tab with the information provided.

To learn more about decline codes read the **Credit Card Decline Codes** article.