



COLLECTING SOLUTION

Description of reporting

Back Office user manual

Document version 3.18

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1. HISTORY OF THE DOCUMENT

| Version | Author | Date | Comment |
|---------|--------------|-----------|--|
| 3.18 | Lyra Collect | 2/23/2024 | Modifying fields: <ul style="list-style-type: none"> • RESPONSE_CODE • INFO_EXTRA • COMPLEMENTARY_INFO |
| 3.17 | Lyra Collect | 2/23/2024 | Added to <i>Data available for customization</i> : PAYMENT_SOURCE field |
| 3.16 | Lyra Collect | 3/23/2023 | Addition of the <i>Connecting to the SFTP server</i> chapter |
| 3.15.2 | Lyra Collect | 1/26/2023 | <ul style="list-style-type: none"> • Addition in <i>Appendices</i>: SEPA transfer return code. |
| 3.15.1 | Lyra Collect | 11/2/2022 | <ul style="list-style-type: none"> • Updated SFTP Host address |
| 3.15 | Lyra Collect | 7/28/2022 | <ul style="list-style-type: none"> • Added the archiving reference as data available for personalization of the transactions report. |
| 3.14.1 | Lyra Collect | 6/28/2022 | <ul style="list-style-type: none"> • Addition of the V4 operations report. |
| 3.14 | Lyra Collect | 1/3/2022 | <ul style="list-style-type: none"> • Removal of the <i>Configuring technical data</i> chapter and reorganization of its content • Addition of the <i>Defining character encoding</i> chapter • Addition of the <i>Defining the amount format</i> chapter • Addition of the <i>Including/excluding the title line</i> chapter • Addition of the <i>Using the column titles of the tab</i> chapter • Addition of the <i>Enclosing data in quotes</i> chapter • Addition of the <i>Applying a filter to finalized transactions</i> chapter |
| 3.13 | Lyra Collect | 10/6/2021 | <ul style="list-style-type: none"> • Update of the data format AUTORISATION_ID. • Update of the time when the Chargeback Reconciliation Report files are uploaded. • Addition of the merchant activity report. |
| 3.12 | Lyra Collect | 7/29/2021 | <ul style="list-style-type: none"> • Update of the data format CARD_NUMBER in the transactions report. • Addition of new fields for personalizing the transactions report: CAPTURE_TIME, CARD_NUMBER_OLD_FORMAT, IBAN,PRODUCT_CATEGORY, SOURCE_USER_INFO,TICKET_NUMBER. • Update of the time when the files are uploaded to the SFTP server. |
| 3.11 | Lyra Collect | 6/3/2021 | <ul style="list-style-type: none"> • Update data value TRANSACTION_STATUS in the Chargebacks reconciliation report. • Addition of a clarification on empty reports. |

| Version | Author | Date | Comment |
|---------|--------------|-----------|--|
| | | | <ul style="list-style-type: none"> Updating equivalence with REST API fields for TRANSACTION_CONDITION and CAVV_UCAF in transactions report. |
| 3.10 | Lyra Collect | 2/23/2021 | <ul style="list-style-type: none"> Add data ORIGIN_TRANSACTION_UUID in the <i>Data available for customization</i> chapter. Update of the “Shop name” data description in the file header. Update the list of the data TRANSACTION_STATUS in transactions report. |

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2. GENERAL PRINCIPLE

The Lyra Collect gateway offers various reporting levels to merchants in order to accompany them in their daily management of data. The merchant can make real-time or slightly delayed reports depending on the selected type.

The gateway provides preformatted reports and the ability to create custom exports from the Expert Back Office. All report results are available in Test and/or Production mode. They provide the identifier of the transaction initially entered by the merchant or generated by the payment gateway in the **vads_trans_id** or **legacyTransId** field.

3. FILE STRUCTURE

The payment gateway generates files in the **csv** format.

Data is always separated with a semi-colon (“;”).

Each file contains:

- A title line, which always begins with the **TITLE** value.
- A header line, which always starts with the **HEADER** value and presents the data contained in the file.
- Detail lines, containing the data.
- An end line, containing a single field, set to **END**.

Note:

The transactions report does not have an **END** line.

The financial reconciliation log has an **END** line containing several fields.

4. SFTP SERVER CONNECTION

Make sure you have subscribed to an offer that includes the use of the SFTP (Secure File Transfer Protocol) service.

To establish a connection to our file server, you need an FTP (= File Transfer Protocol) client that supports the SSH protocol.

An FTP client is a program that allows you to connect to a remote server in order to view, upload or receive files.

There are many free FTP clients, such as:

- FileZilla, compatible with Linux, Windows and Mac;
- Cyberduck, compatible with Windows and Mac;
- WinSCP, compatible with Windows;
- CoffeeCup Free FTP, compatible with Windows;
- FTP Voyager, compatible with Windows.

We recommend to use **FileZilla** or **WinSCP**.

Security elements (protocols, algorithms, ciphers, etc.) are regularly declared obsolete and replaced by new versions. PCI-DSS requires the payment gateway to maintain a high level of security on all its equipment and to monitor these developments.

To guarantee a connection with the payment gateway, it is essential to regularly update your FTP client.

To connect to the SFTP server, please provide the following information:

- Host: <sftp://vadftp-secure.sftp.lyra-network.com>
- Port: 22
- Your SFTP connection identifier
- Your SFTP password

Login details were sent to you by e-mail when subscribing to the service.

5. OPERATIONS REPORT

The operations report is a workflow management tool. It informs the merchant about the evolution of the transaction lifecycle in his/her shop. The provided data can be processed automatically or manually. The merchant can analyze the content, update his/her databases, verify his/her orders for which the payment has been accepted before making the delivery.

5.1. Availability

These reports are not generated by the payment gateway by default.

The Merchant must configure the frequency of reports delivery via the Expert Back Office (see chapter [Configuring the reception frequency](#) on page 9).

Once the frequency has been chosen, reports can be provided:

- **by e-mail**

To do so, the Merchant must configure the destination e-mail address via the Expert Back Office (see chapter [Configuring reception by e-mail](#) on page 10).

Reports are generated and sent by e-mail between 2:00 and 7:00 a.m.

- **Via your SFTP client**

If the Merchant requests it, the files are uploaded in the **/log** directory of the SFTP client provided by the payment gateway.

The files are available on the SFTP server within 10 minutes after the file is generated.

For new shops, the first provision to the SFTP server is made at 9.10 a.m, Paris time.

- **Via CFT (Cross File Transfer)**

Requires the installation of the Axway file transfer software and the establishment of a connection with the payment gateway.

Reports are generated and sent between 2:00 a.m and 7:00 a.m.

You can view the date and time of the last report generation. To do so:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Operations report** tab.
2. In the **Last generation** section, you will find the date and time as well as the name of the file.

If you checked the box “Generate and send empty reports (PRODUCTION mode only)”, this information is less relevant: it will always concern the last generated file according to the chosen frequency, whether it is empty or filled.



Test and production reports are generated at the same time.

The returned information concerns the production report in particular.

If your shop is in test mode, the production report does not exist. The returned information concerns the test report in particular.

If your shop has gone into production, the returned information concerns the production report, unless you have performed test transactions and no production transactions.

5.2. Configuring the reception frequency

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Operations report** tab.

2. In the **General settings** section, select the frequency from the **Report frequency** drop-down list:

- None (default)
- Daily
- Weekly
- Monthly
- Daily + Weekly
- Daily + Monthly
- Weekly + Monthly
- Daily + Weekly + Monthly

3. Click **Save**.

5.3. Configuring reception by e-mail

To enable report delivery by e-mail:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Operations report** tab.
2. In the **General settings** section, click on **Add**.
3. Fill in the e-mail address of the recipient.
You can add as many recipients as you want.
4. Click **Save**.

Editing the recipient list

To delete a recipient:

1. In the **General settings** section, select the recipient address to be deleted.
2. Click **Delete**.
3. Click **Save**.

5.4. Configuring the delivery of empty reports

By default, the payment gateway does not send files when they contain no transaction.

However, for technical reasons, the merchant may need to retrieve a file daily. In this case, the gateway can generate a so-called “empty” report that doesn't contain any details record. The other records ("TITRE", "ENTETE" and "FIN") are present in the empty reports.

To enable sending empty reports:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Operations report** tab.
2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.
3. Click **Save**.

5.5. Configuring the amount format

By default, the amounts are presented in the smallest currency unit.

For technical reasons or for greater convenience, you can change the output format of the individual amounts.

| Available formats for currencies with a subdivision | Description | Example € 1,025.99 |
|---|---|-----------------------|
| In the smallest currency unit | The amount is written as a positive integer. This is the default value. | 102599 |
| In currency unit | The amount is written in decimal notation. | 1025.99 |

For currencies with no subdivision:

| Available formats for currencies with no subdivision | Description | Example 41 025 ¥ |
|--|---|---------------------|
| In the smallest currency unit | The amount is written as a positive integer. This is the default value. | 41025 |
| In currency unit | The amount is written as a positive integer. | 41025 |

To do so:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Operations report** tab.
2. In the **Active report settings** section or **Workspace report settings**, select the format from the **Amount format** drop-down list:
 - In currency unit
 - In the smallest currency unit
3. Click **Save**.

5.6. Naming rules

The names of reporting files should follow strict guidelines and provide several details separated by the underscore character “_”.

| Nomenclature | Description |
|----------------|---|
| Code | JO |
| Shop reference | The shop name in capital letters, as defined in the Expert Back Office. Potential space characters are replaced by the “_” character. E.g.: DEMO_STORE for the “DEMO Store” shop. |
| Shop ID | The 8-digit website identifier, as defined in the Expert Back Office E.g.: 12345678 |
| Date | <ul style="list-style-type: none">• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains operations made on the previous day. E.g.: 200112• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains operations completed during the previous week. E.g.: 20W02• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains operations completed during the previous month. E.g.: 20M01 |
| Version | V3 |
| Extension | csv |

Filename example: JO_DEMO_STORE_70258842_200112_V3.csv

In test mode, the filename is always prefixed with **TEST_**.

Example: TEST_JO_DEMO_STORE_70258842_200112_V3.csv

5.7. V3 Format

The record« TITRE »

| Pos. | Description | Values |
|------|---|------------------------|
| 01 | Record code | TITRE |
| 02 | The shop label, as defined in the Expert Back Office. | E.g.: DEMO Store |
| 03 | UTC date and time of dispatch (YYMMDD_HH:MM:SS) | 200113_02:05:00 |
| 04 | Version | TABLE_V3 |

The record« ENTETE »and« DETAILS »

| Pos. | Description |
|------|---|
| 01 | <p>ENTETE Type: VARCHAR Length: 9 Description: Record code. Value: always populated with OPERATION</p> |
| 02 | <p>MERCHANT_ID Type: VARCHAR Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: 0+ Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028</p> |
| 03 | <p>PAYMENT_DATE Type: DATE Length: 8 Description: Date of payment in UTC time zone. Hosted Payment Page equivalent: vads_effective_creation_date REST API equivalent: creationDate E.g.: 20200110</p> |
| 04 | <p>TRANSACTION_ID Type: VARCHAR Length: 255 Description: Transaction identifier. Hosted Payment Page equivalent: vads_trans_id REST API equivalent: cardDetails.legacyTransId E.g.: xrT15p</p> |
| 05 | <p>OPERATION_SEQUENCE Type: NUMERIC Length: 1 Description: Operation number. This field is always set to "1". Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: 1</p> |
| 06 | <p>OPERATION_NAME Type: VARCHAR Length: 255 Description: Type of the performed action. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • AUTHOR : Transaction authorization (in case of deferred payments) • CANCEL : Transaction cancellation • CREDIT_CAPTURE : Capture of a refund transaction at the bank |

| Pos. | Description |
|------|---|
| | <ul style="list-style-type: none"> • DEBIT_CAPTURE : Capture of a debit transaction at the bank • DUPLICATE : Transaction duplication • CREDIT : Transaction refund • EXPIRED : Transaction expiration • MODIFICATION : Transaction update • TRANSACTION : Registration of a manual payment • TRANSACTION_WITH_MANUAL_VALIDATION : Registration of a manual payment with manual validation • VALIDATE : Transaction validation • RAPPROCHEMENT : Transaction reconciliation • VERIFICATION_REQUEST : Request to verify the payment method <p>E.g.: CREDIT</p> |
| 07 | <p>OPERATION_AMOUNT Type: NUMERIC Length: 13 Description: Transaction amount expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25</p> |
| 08 | <p>OPERATION_CURRENCY Type: NUMERIC Length: 3 Description: Operation currency. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: List of supported currencies on page 62 E.g.: 978</p> |
| 09 | <p>OPERATION_DATE Type: DATE Length: 6 Description: UTC date of the operation in the YYYYMMDD format. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 200112</p> |
| 10 | <p>OPERATION_TIME Type: TIME Length: 6 Description: Time of the operation in UTC format. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 121327</p> |
| 11 | <p>OPERATION_ORIGIN Type: VARCHAR Length: 255 Description: ID of the user who performed the action. Set to "BATCH" if the operation was processed automatically. E.g.: BATCH</p> |
| 12 | <p>RESPONSE_CODE Type: NUMERIC Length: 2 Description: Return code of the requested operation. Values:</p> <ul style="list-style-type: none"> • 00 : Operation accepted • 05 : Operation refused. • 34 : Operation refused on suspicion of fraud. |

| Pos. | Description |
|------|--|
| | <ul style="list-style-type: none"> • 75 : Transaction refused because number of attempts has been exceeded. • 96 : Operation refused due to technical error. <p>E.g.: 00</p> |
| 13 | <p>NEW_STATUS Type: VARCHAR Length: 255 Description: New transaction status. This field can be empty if the transaction status does not match one of the statuses below. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • REFUSED : The transaction has been refused. • TO_VALIDATE : The transaction must be validated • TO_CAPTURE : The transaction is waiting for capture • TO_CREDIT : Credit transaction (refund) waiting for capture • CANCELLED : The transaction has been canceled • CAPTURED : The transaction has been captured • EXPIRED : The transaction has not been validated and has expired • TO_VALIDATE_AND_AUTHORIZE : The transaction is waiting for an authorization request and must be validated • TO_AUTHORIZE : The transaction is waiting for an authorization request • TO_PRENOTIFY : Transaction awaiting pre-notification • ACCEPTED : Verification transaction accepted • REFUSED_CAPTURED : Capture failed <p>E.g.: TO_CAPTURE</p> |
| 14 | <p>RETURN_CONTEXT Type: VARCHAR Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the character". Additional information can be transmitted through the merchant website:</p> <ul style="list-style-type: none"> • via the field vads_order_info, vads_order_info2, vads_order_info3 payment form, • via attributes orderInfo, orderInfo2, orderInfo3 of the object metadata of the REST API <p>Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Hosted Payment Page equivalent: vads_order_info vads_order_info2 vads_order_info3 REST API equivalent: orderInfo orderInfo2 orderInfo3 E.g.:</p> <ul style="list-style-type: none"> • info1 info2 info3 if the 3 pieces of additional information are transmitted. • info1 info3: if only the 1st and 3rd pieces of additional information are transmitted. |

The "END" (FIN) record

| Pos. | Description | Values |
|------|-------------|------------|
| 01 | Record code | FIN |

File sample

Download the sample pack: <https://docs.lyra.com/files/samples/sample-files-collect.zip>.

You will find a sample file in the folderReporting/JO.

5.8. V2 Format

The record« TITRE »

| Pos. | Description | Values |
|------|---|------------------------|
| 01 | Record code | TITRE |
| 02 | The shop label, as defined in the Expert Back Office. | E.g.: DEMO Store |
| 03 | UTC date and time of dispatch (YYMMDD_HH:MM:SS) | 200113_02:05:00 |
| 04 | Version | TABLE_V4 |

The record « ENTETE » and « DETAILS »

| Pos. | Description |
|------|---|
| 01 | ENTETE Type: VARCHAR Length: 9 Description: Record code. Value: always populated with OPERATION |
| 02 | MERCHANT_COUNTRY Type: VARCHAR Length: 2 Description: Country code of the company (ISO 3166-1 alpha-2 standard). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: FR for France. |
| 03 | MERCHANT_ID Type: VARCHAR Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: 0+ Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028 |
| 04 | PAYMENT_DATE Type: DATE Length: 8 Description: Date of payment in UTC time zone. Hosted Payment Page equivalent: vads_effective_creation_date REST API equivalent: creationDate E.g.: 20200110 |
| 05 | TRANSACTION_ID Type: VARCHAR Length: 255 Description: Transaction identifier. Hosted Payment Page equivalent: vads_trans_id REST API equivalent: cardDetails.legacyTransId E.g.: xrT15p |
| 06 | OPERATION_SEQUENCE Type: NUMERIC Length: 1 Description: Operation number. This field is always set to "1". Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: 1 |
| 07 | OPERATION_NAME Type: VARCHAR Length: 255 Description: Type of the performed action. Hosted Payment Page equivalent: N/A |

| Pos. | Description |
|------|---|
| | <p>REST API equivalent: N/A</p> <p>Values:</p> <ul style="list-style-type: none"> • AUTHOR : Transaction authorization (in case of deferred payments) • CANCEL : Transaction cancellation • CREDIT_CAPTURE : Capture of a refund transaction at the bank • DEBIT_CAPTURE : Capture of a debit transaction at the bank • DUPLICATE : Transaction duplication • CREDIT : Transaction refund • EXPIRED : Transaction expiration • MODIFICATION : Transaction update • TRANSACTION : Registration of a manual payment • TRANSACTION_WITH_MANUAL_VALIDATION : Registration of a manual payment with manual validation • VALIDATE : Transaction validation • RAPPROCHEMENT : Transaction reconciliation • VERIFICATION_REQUEST : Request to verify the payment method <p>E.g.: CREDIT</p> |
| 08 | <p>OPERATION_AMOUNT</p> <p>Type: NUMERIC Length: 13</p> <p>Description: Transaction amount expressed in the smallest currency unit.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 4525 for EUR 45.25</p> |
| 09 | <p>OPERATION_CURRENCY</p> <p>Type: NUMERIC Length: 3</p> <p>Description: Operation currency.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 978 (See chapter List of supported currencies on page 62)</p> |
| 10 | <p>OPERATION_DATE</p> <p>Type: DATE Length: 6</p> <p>Description: UTC date of the operation in the YYMMDD format.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 200112</p> |
| 11 | <p>OPERATION_TIME</p> <p>Type: TIME Length: 6</p> <p>Description: Time of the operation in UTC format.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 121327</p> |
| 12 | <p>OPERATION_ORIGIN</p> <p>Type: VARCHAR Length: 255</p> <p>Description: ID of the user who performed the action.</p> <p>Set to "BATCH" if the operation was processed automatically.</p> <p>E.g.: BATCH</p> |
| 13 | <p>RESPONSE_CODE</p> <p>Type: NUMERIC Length: 2</p> <p>Description: Return code of the requested operation.</p> |

| Pos. | Description |
|------|--|
| | <p>For more information, please see parameter BANK_RESPONSE_CODE</p> <p>Values:</p> <ul style="list-style-type: none"> • 00 : Operation accepted • 05 : Operation refused. • 34 : Operation refused on suspicion of fraud. • 75 : Transaction refused because number of attempts has been exceeded. • 96 : Operation refused due to technical error. <p>E.g.: 00</p> |
| 14 | <p>BANK_RESPONSE_CODE</p> <p>Type: VARCHAR Length: 255</p> <p>Description: Response code of the authorization request returned by the issuing bank.</p> <p>Hosted Payment Page equivalent: vads_auth_result</p> <p>REST API equivalent: transactionDetails.cardDetails.authorizationResponse.authorizationResult</p> <p>Values: List of authorization return codes on page 56</p> <p>E.g.: 00</p> |
| 15 | <p>CVV_RESPONSE_CODE</p> <p>Type: VARCHAR Length: 255</p> <p>Description: CVV2/CVC2 response code.</p> <p>Value: Always valued when empty.</p> |
| 16 | <p>NEW_STATUS</p> <p>Type: VARCHAR Length: 255</p> <p>Description: New transaction status. This field can be empty if the transaction status does not match one of the statuses below.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>Values:</p> <ul style="list-style-type: none"> • REFUSED : The transaction has been refused. • TO_VALIDATE : The transaction must be validated • TO_CAPTURE : The transaction is waiting for capture • TO_CREDIT : Credit transaction (refund) waiting for capture • CANCELLED : The transaction has been canceled • CAPTURED : The transaction has been captured • EXPIRED : The transaction has not been validated and has expired • TO_VALIDATE_AND_AUTHORIZER : The transaction is waiting for an authorization request and must be validated • TO_AUTHORIZER : The transaction is waiting for an authorization request • TO_PRENOTIFY : Transaction awaiting pre-notification • ACCEPTED : Verification transaction accepted • REFUSED_CAPTURED : Capture failed <p>E.g.:TO_CAPTURE</p> |
| 17 | <p>ORDER_ID</p> <p>Type: VARCHAR Length: 255</p> <p>Description: Order number generated by the merchant website.</p> <p>Hosted Payment Page equivalent: vads_order_id</p> <p>REST API equivalent: orderDetails.orderId</p> <p>E.g.: CX-1254</p> |
| 18 | <p>RETURN_CONTEXT</p> <p>Type: VARCHAR Length: 500</p> |

| Pos. | Description |
|------|--|
| | <p>Description: Context of buyer's purchase. Concatenation of "additional information", separated by the character". Additional information can be transmitted through the merchant website:</p> <ul style="list-style-type: none"> via the field vads_order_info, vads_order_info2, vads_order_info3 payment form, via attributes orderInfo, orderInfo2, orderInfo3 of the object metadata of the REST API <p>Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Hosted Payment Page equivalent: vads_order_info vads_order_info2 vads_order_info3 REST API equivalent: orderInfo orderInfo2 orderInfo3 E.g.:</p> <ul style="list-style-type: none"> info1 info2 info3 if the 3 pieces of additional information are transmitted. info1 info3: if only the 1st and 3rd pieces of additional information are transmitted. |
| 19 | <p>CUSTOMER_ID Type: VARCHAR Length: 255 Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent: vads_cust_id REST API equivalent: customer.reference E.g.: C2383333540</p> |

The "END" (FIN) record

| Pos. | Description | Values |
|------|-------------|------------|
| 01 | Record code | FIN |

File sample

Download the sample pack: <https://docs.lyra.com/files/samples/sample-files-collect.zip>.

You will find a sample file in the folderReporting/JO.

6. TRANSACTIONS REPORT

The Transactions Report is a workflow management tool. It informs the merchant about all the payments (accepted, refused, cancelled, pending, etc.) performed in his/her store. The provided data can be processed automatically or manually. The merchant can analyze the content, update his/her databases, verify his/her orders for which the payment has been accepted before making the delivery.

6.1. Availability

These reports are not generated by the payment gateway by default.

The Merchant must configure the frequency of reports delivery via the Expert Back Office (see chapter [Configuring the reception frequency](#) on page 22).

Once the frequency has been chosen, reports can be provided:

- **by e-mail**

To do so, the Merchant must configure the destination e-mail address via the Expert Back Office (see chapter [Configuring reception by e-mail](#) on page 22).

Reports are generated and sent by e-mail between 2:00 a.m and 7:00 a.m.

- **Via your SFTP client**

If the Merchant requests it, the files are uploaded in the **/log** directory of the SFTP client provided by the payment gateway.

The files are available on the SFTP server within 10 minutes after the file is generated.

For new shops, the first provision to the SFTP server is made at 9.10 a.m, Paris time.

- **Via CFT (Cross File Transfer)**

Requires the installation of the Axway file transfer software and the establishment of a connection with the payment gateway.

Reports are generated and sent between 2:00 a.m and 7:00 a.m.

You can view the date and time of the last report generation.

To do so:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Transactions report** tab.
2. In the **Last generation** section, you will find the date and time as well as the name of the file.

If you checked the box “Generate and send empty reports (PRODUCTION mode only)”, this information is less relevant: it will always concern the last generated file according to the chosen frequency, whether it is empty or filled.



Test and production reports are generated at the same time.

The returned information concerns the production report in particular.

If your shop is in test mode, the production report does not exist. The returned information concerns the test report in particular.

If your shop has gone into production, the returned information concerns the production report, unless you have performed test transactions and no production transactions.

6.2. Configuring the reception frequency

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Transactions report** tab.
2. In the **General settings** section, select the frequency from the **Report frequency** drop-down list:
 - None (default)
 - Daily
 - Weekly
 - Monthly
 - Daily + Weekly
 - Daily + Monthly
 - Weekly + Monthly
 - Daily + Weekly + Monthly
3. Click **Save**.

6.3. Configuring reception by e-mail

To enable report delivery by e-mail:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Transactions report** tab.
2. In the **General settings** section, click on **Add**.
3. Fill in the e-mail address of the recipient.
You can add as many recipients as you want.
4. Click **Save**.

Editing the recipient list

To delete a recipient:

1. In the **General settings** section, select the recipient address to be deleted.
2. Click **Delete**.
3. Click **Save**.

6.4. Configuring the delivery of empty reports

By default, the payment gateway does not send files when they contain no transaction.

However, for technical reasons, the merchant may need to retrieve a file daily. In this case, the gateway can generate a so-called “empty” report that doesn't contain any details record. The other records ("TITRE", "ENTETE" and "FIN") are present in the empty reports.

To enable sending empty reports:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Transactions report** tab.
2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.
3. Click **Save**.

6.5. Naming rules

The names of reporting files should follow strict guidelines and provide several details separated by the underscore character “_”.

| Nomenclature | Description |
|----------------|---|
| Code | JT |
| Shop reference | The shop name in capital letters, as defined in the Expert Back Office. Potential space characters are replaced by the “_” character. E.g.: DEMO_STORE for the “DEMO Store” shop. |
| Shop ID | The 8-digit website identifier, as defined in the Expert Back Office E.g.: 12345678 |
| Date | <ul style="list-style-type: none">• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions made on the previous day. E.g.: 200112• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions completed during the previous week. E.g.: 20W02• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions completed during the previous month. E.g.: 20M01 |
| Extension | CSV |

Filename example: JT_DEMO_STORE_70258842_200109.csv

In test mode, the filename is always prefixed with **TEST_**.

Example: TEST_JT_DEMO_STORE_70258842_200109.csv

6.6. Format

The record« TITRE »

| Pos. | Description | Values |
|------|---|--------------------------|
| 01 | Record code | TITRE |
| 02 | The shop label, as defined in the Expert Back Office. | E.g.: DEMO Store |
| 03 | UTC dispatch date and time (YY/MM/DD_HH:MM:SS) | 20/01/13_01:55:00 |
| 04 | Version | TABLE_V_CUSTOM |

The record« ENTETE »and« DETAILS »

By default, the data listed below are included in the transactions report file:

| Pos. | Description |
|------|---|
| 01 | ENTETE Type: VARCHAR Length: 11 Description: Record code. Value: Always populated with TRANSACTION |
| 02 | TRANSACTION_ID Type: VARCHAR Length: 6 Description: Transaction identifier. Hosted Payment Page equivalent: vads_trans_id REST API equivalent: cardDetails.legacyTransId E.g.: xrT15p |
| 03 | MERCHANT_ID Type: VARCHAR Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: 0+Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028 |
| 04 | PAYMENT_MEANS Type: VARCHAR Length: 4 Description: Payment method. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: Always populated with CARD . |
| 05 | CONTRACT Type: VARCHAR Length: 255 Description: Merchant ID number. Hosted Payment Page equivalent: vads_contract_used REST API equivalent: transactionDetails.mid E.g.: 0535875 |
| 06 | TRANSACTION_TYPE Type:VARCHAR Length: 255 Description: Transaction type Hosted Payment Page equivalent: vads_operation_type REST API equivalent: operationType Values: <ul style="list-style-type: none">• CREDIT : for a refund transaction• DEBIT : for a debit transaction |

| Pos. | Description |
|------|---|
| | <ul style="list-style-type: none"> VERIFICATION : for a transaction of payment method verification E.g.:DEBIT |
| 07 | ORIGIN_AMOUNT Type: NUMERIC Length: 13 Description: Transaction amount at the moment of payment expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25 |
| 08 | AMOUNT Type: NUMERIC Length: 13 Description: Transaction balance expressed in the smallest currency unit. Hosted Payment Page equivalent: vads_amount REST API equivalent: amount E.g.: 4525 for EUR 45.25 |
| 09 | CURRENCY_CODE Type: NUMERIC Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Page equivalent: vads_currency REST API equivalent: currency Values: List of supported currencies on page 62 E.g.: 978 for euro (EUR) |
| 10 | PAYMENT_DATE Type: DATE Length: 8 Description: Date of payment in UTC time zone. Hosted Payment Page equivalent: vads_effective_creation_date REST API equivalent: creationDate E.g.: 20200110 |
| 11 | PAYMENT_TIME Type: TIME Length: 6 Description: Time of payment in UTC time zone. Hosted Payment Page equivalent: vads_effective_creation_date REST API equivalent: creationDate E.g.: 142512 |
| 12 | CARD_VALIDITY Type: NUMERIC Length: 6 Description: Payment method validity period. Hosted Payment Page equivalent: vads_expiry_year + vads_expiry_month REST API equivalent: transactionDetails.cardDetails.expiryYear + transactionDetails.cardDetails.expiryMonth E.g.: 202306 |
| 13 | CARD_TYPE Type: VARCHAR Length: 255 Description: Card type. Hosted Payment Page equivalent: vads_card_brand REST API equivalent: transactionDetails.cardDetails.effectiveBrand E.g.: CB,VISA,MASTERCARD, etc. |
| 14 | CARD_NUMBER Description: Payment method number in 123456XXXXXX1234 format. Hosted Payment Page equivalent: vads_card_number REST API equivalent: transactionDetails.cardDetails.pan E.g.: 123456XXXXXX1234 |
| 15 | RESPONSE_CODE Type: NUMERIC Length: 2 Description: Return code of the requested operation. |

| Pos. | Description |
|------|---|
| | <p>For more information, please see parameter BANK_RESPONSE_CODE.</p> <p>Values:</p> <ul style="list-style-type: none"> • 00 : Operation accepted • 05 : Operation refused. • 34 : Operation refused on suspicion of fraud. • 75 : Transaction refused because number of attempts has been exceeded. • 96 : Operation refused due to technical error. <p>E.g.: 00</p> |
| 16 | <p>COMPLEMENTARY_CODE Type: NUMERIC Length: 2 Description: Risk assessment result (specific to shops that have enabled the module). The field is empty if no verifications have been completed. Hosted Payment Page equivalent: vads_extra_result REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • 00 : Verifications successfully performed. • 02 : Credit card velocity exceeded. • 03 : The card is on the Merchant's greylist. • 04 : The issuing country of the card is on the greylist or is not on the merchant's whitelist. • 05 : The IP address is on the merchant's greylist. • 06 : The card is on the merchant's BIN greylist. • 07 : E-carte bleue control. • 08 : Transaction not guaranteed3DS. • 14 : Control of a card with unconditional authorization. • 20 : Verification of the country consistency between the card issuing country, the IP address and country of the customer's address. • 99 : Technical issue encountered by the server during a local verification process. <p>E.g.: 00</p> |
| 17 | <p>CERTIFICATE Type: VARCHAR Length: 255 Description: Transaction certificate. Hosted Payment Page equivalent: vads_payment_certificate REST API equivalent: N/A E.g.: 6ed7b71c023a20adbaf9a2e2c58cd4321f63123</p> |
| 18 | <p>AUTORISATION_ID Type: VARCHAR Length: 20 Description: Transaction authorization number. Hosted Payment Page equivalent: vads_auth_number REST API equivalent: transactionDetails.cardDetails.authorizationResponse.authorizationNumber E.g.: 3fc116</p> |
| 19 | <p>CAPTURE_DATE Type: DATE Length: 8 Description: Date of sending to the requested bank. Hosted Payment Page equivalent: vads_presentation_date REST API equivalent: transactionDetails.cardDetails.expectedCaptureDate E.g.: 20200107</p> |
| 20 | <p>TRANSACTION_STATUS Type: VARCHAR Length: 255</p> |

| Pos. | Description |
|------|---|
| | <p>Description: Status of the transaction. Hosted Payment Page equivalent:vads_trans_status REST API equivalent:detailedStatus Values:</p> <ul style="list-style-type: none"> • ACCEPTED: Verification transaction accepted. • AUTHORISED : The transaction is waiting for capture • AUTHORISED_TO_VALIDATE : The transaction must be validated • CANCELLED : The transaction has been canceled • CAPTURED : The transaction has been captured • CAPTURED_FAILED : Capture failed • EXPIRED : The transaction has not been validated and has expired • REFUSED : The transaction has been refused. • UNDER_VERIFICATION : Control in progress • WAITING_AUTHORISATION : The transaction is waiting for an authorization request or a pre-notification • WAITING_AUTHORISATION_TO_VALIDATE : The transaction is waiting for an authorization request and must be validated • WAITING_FOR_PAYMENT : Waiting for payment <p>Note: If you still use the "<i>TRANSACTION_STATUS (Deprecated)</i>" column, the following values are received:</p> <ul style="list-style-type: none"> • REFUSED : The transaction has been refused. • TO_VALIDATE : The transaction must be validated • TO_CAPTURE : The transaction is waiting for capture • TO_CREDIT : Credit transaction (refund) waiting for capture • CANCELLED : The transaction has been canceled • CAPTURED : The transaction has been captured • EXPIRED : The transaction has not been validated and has expired • TO_VALIDATE_AND_AUTHORIZE : The transaction is waiting for an authorization request and must be validated • TO_AUTHORIZE : The transaction is waiting for an authorization request • TO_PRENOTIFY : Transaction awaiting pre-notification • ACCEPTED : Verification transaction accepted • REFUSED_CAPTURED : Capture failed |
| 21 | <p>RETURN_CONTEXT Type: VARCHAR Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the character". Additional information can be transmitted through the merchant website:</p> <ul style="list-style-type: none"> • via the field vads_order_info, vads_order_info2, vads_order_info3 payment form, • via attributes orderInfo, orderInfo2, orderInfo3 of the object metadata of the REST API <p>Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Hosted Payment Page equivalent: vads_order_info vads_order_info2 vads_order_info3 REST API equivalent: orderInfo orderInfo2 orderInfo3</p> |

| Pos. | Description |
|------|--|
| | <p>E.g.:</p> <ul style="list-style-type: none"> • info1 info2 info3 if the 3 pieces of additional information are transmitted. • info1 info3: if only the 1st and 3rd pieces of additional information are transmitted. |
| 22 | <p>AUTORESPONSE_STATUS Type: VARCHAR Length: 255 Description: Delivery status of the IPN. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • FAILED : Failure of notification to the merchant server. • SENT : Notification sent to the merchant server. • UNDEFINED : An event has triggered the end of payment notification rule but the URL is not configured. <p>E.g.:SENT</p> |
| 23 | <p>ORDER_ID Type: VARCHAR Length: 255 Description: Order number generated by the merchant website. Hosted Payment Page equivalent: vads_order_id REST API equivalent: orderDetails.orderId E.g.: CX-1254</p> |
| 24 | <p>CUSTOMER_ID Type: VARCHAR Length: 255 Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent: vads_cust_id REST API equivalent: customer.reference E.g.: C2383333540</p> |
| 25 | <p>CUSTOMER_IP_ADDRESS Type: VARCHAR Length: 255 Description: Buyer IP address. Hosted Payment Page equivalent: N/A REST API equivalent: customer.extraDetails.ipAddress E.g.: 185.244.73.2</p> |
| 26 | <p>ACCOUNT_SERIAL Description: Token followed by the potential subscription number, separated by a hyphen "-". Hosted Payment Page equivalent: vads_identifier" - " vads_subscription REST API equivalent: paymentMethodToken "-" subscriptionId E.g.: 5fa8d3dede8f4c219c4652dfabe2bf55-20191106ANav0o</p> |
| 27 | <p>TRANSACTION_CONDITION Type: VARCHAR Length: 255 Description: Authentication result.3D Secure. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • 3D_SUCCESS : Merchant and cardholder registered at 3D Secureand card successfully authenticated. • 3D_FAILURE : Merchant and buyer registered with3D Securebut authentication failure. • 3D_ERROR : Merchant registered3D Securebut technical problem • 3D_NOTENROLLED : Merchant registered3D Securebut cardholder not enrolled. • 3D_ATTEMPT : Merchant and cardholder registered at3D Securebut the cardholder was unable to authenticate. |

| Pos. | Description |
|------|---|
| | <ul style="list-style-type: none"> SSL: The cardholder has not authenticated: <ul style="list-style-type: none"> either the card type is not supported by3D Secure, or the merchant or the cardholder has not enabled3D Secure <p>E.g.:3D_SUCCESS</p> |
| 28 | <p>CAVV_UCAF Type: VARCHAR Length: 255 Description: Certificate 3D Secure of the transaction Hosted Payment Page equivalent: vads_threeds_cavv REST API equivalent: transactionDetails.cardDetails.authenticationResponse.value.authenticationValue.value E.g.: Q*****_</p> |
| 29 | <p>COMPLEMENTARY_INFO Type: VARCHAR Length: 255 Description: Details of the risk assessment result. Option reserved to the merchants who have enabled the Risk management module. Hosted Payment Page equivalent: vads_risk_control REST API equivalent: transactionDetails.fraudManagement.riskControl Values:</p> <ul style="list-style-type: none"> CARD_COUNTRY=XXX : XXX corresponds to the country code in the ISO 3166 alpha-3 3166 format. MAESTRO=YES NO : indicates if the used payment method is a Maestro card. CAS=YES NO : indicates if the used payment method is a card with unconditional authorization. ECBL=YES NO : indicates if the used payment method is an eCarte-Bleue card. CCC=YES NO : indicates if an inconsistency between the country of the buyer, the payment method and the buyer's IP address has been detected. BDOM : Label of the bank that issued the payment method. PRODUCTCODE : Card product. Values:vads_bank_product. BANKCODE : Bank code. <p>E.g.:MAESTRO=NO ECBL=NO PRODUCTCODE=MDS</p> |
| 30 | <p>BANK_RESPONSE_CODE Type: VARCHAR Length: 255 Description: Response code of the authorization request returned by the issuing bank. Hosted Payment Page equivalent: vads_auth_result REST API equivalent: transactionDetails.cardDetails.authorizationResponse.authorizationResult Values: List of authorization return codes on page 56 E.g.: 00</p> |
| 31 | <p>3D_LS Type: VARCHAR Length: 255 Description: 3D Secure payment guarantee. Hosted Payment Page equivalent: vads_warranty_result REST API equivalent: transactionDetails.liabilityShift Values:</p> <ul style="list-style-type: none"> YES: Payment guaranteed3D Secure. NO: Payment not guaranteed3D Secure. UNKNOWN: Payment guarantee cannot be determined following a technical error. <p>E.g.:YES</p> |
| 32 | <p>INFO_EXTRA Type:VARCHAR Length: 4096 Description: Populated with customizable fields allowing to add details to the confirmation e-mail sent to the merchant and in the IPN URL (vads_ext_info_).</p> |

| Pos. | Description |
|------|---|
| | Hosted Payment Page equivalent: vads_ext_info REST API equivalent: metadata E.g.: If vads_ext_info_key1=value1 and vads_ext_info_key2=value2 , INFO_EXTRA is thus valued: key1=value1 key2 = value2 |

File sample

Download the sample pack: <https://docs.lyra.com/files/samples/sample-files-collect.zip>.

You will find a sample file in the folder **Reporting/JT**.

6.7. Customizing the report

Via the **Transactions report** tab, the merchant can access two environments:

- **Workspace report settings**

The workspace report is under construction. The merchant uses the **Workspace report settings** to customize the transactions report without modifying it in active mode.

- **Active report settings**

The active report contains the parameters used by the gateway for generating the transactions report. The merchant can customize the report directly in the **Active report settings**. However, it is recommended to use **Workspace report settings** and then transfer the modifications.

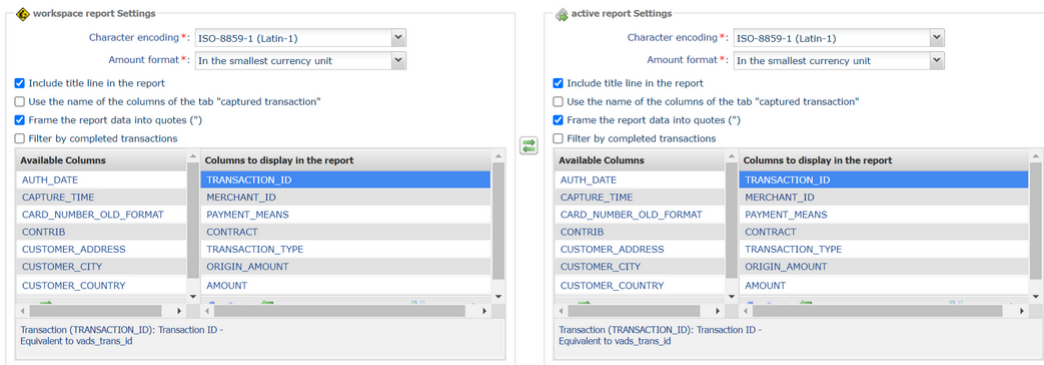



Figure 1: Workspace report settings and Active report settings

The merchant can shift the **Workspace report settings** to the **Active report settings** at any time by clicking on the  icon located between the two tabs.

6.7.1. Defining character encoding

To select the character encoding:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Select the desired encoding from the **Character encoding** drop-down list.
 - ISO-8859-1 (Latin-1) (default value)
 - UTF-8
3. Click **Save**.

6.7.2. Defining the amount format

By default, the amounts are presented in the smallest currency unit.

For technical reasons or for greater convenience, you can change the output format of the individual amounts.

| Available formats for currencies with a subdivision | Description | Example € 1,025.99 |
|---|---|-----------------------|
| In the smallest currency unit | The amount is written as a positive integer. This is the default value. | 102599 |
| In currency unit | The amount is written in decimal notation. | 1025.99 |

For currencies with no subdivision:

| Available formats for currencies with no subdivision | Description | Example 41 025 ¥ |
|--|---|---------------------|
| In the smallest currency unit | The amount is written as a positive integer. This is the default value. | 41025 |
| In currency unit | The amount is written as a positive integer. | 41025 |

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Select the format from the **Amount format** drop-down list:
 - In currency unit
 - In the smallest currency unit
3. Click **Save**.

6.7.3. Including/excluding the title line

By default, the report contains a Title record line:

Example:

```
"TITRE"; "MyShopName"; "21/12/29_08:44:39"; "TABLE_V_CUSTOM";
```

You can choose to keep or delete this line in the report. To do so:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. If you want to keep the title line, make sure that the box **Include title line in the report** is checked.
3. If you want to delete the title line, uncheck the **Include title line in the report** checkbox.
4. Click **Save**.

6.7.4. Using the column titles of the tab Captured transactions

Display columns titles on the **Captured transactions** tab for better legibility especially in Microsoft Excel.

Examples: *TRANSACTION_ID* changes to *Transaction*, *COMPLEMENTARY_CODE* changes to *Risks*, etc.

To set up your choice:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. if you wish to use the column titles of the tab Captured transactions, check the **Use the name of the columns of the tab "captured transaction"** box.

3. If you want to keep the default display, uncheck the **Use the name of the columns of the tab "captured transaction"** checkbox.
4. Click **Save**.

6.7.5. Enclosing data in quotes

It is possible to enclose the data in quotes if necessary (i.e when working with an ERP or other).

Example: The value *978* changes to *"978"*, *MERCHANT_ID* changes to *"MERCHANT_ID"*, etc.

To set up your choice:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. If you wish, check the **Frame the report data into quotes (")** box.
3. If you want to keep the default display, uncheck the checkbox **Frame the report data into quotes (")**.
4. Click **Save**.

6.7.6. Applying a filter to finalized transactions

This option is useful for merchants who make deferred payments. It allows to list only those transactions whose status changed to final during the restitution period, in particular when they were captured at the bank.

The final statuses are: CAPTURED (Captured), EXPIRED (Expired), REFUSED (Refused), CANCELLED (Cancelled).

Thus, a transaction created with the AUTHORISED status will not be taken into account.

To set up your choice:









1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. If wish to apply the filter, check the **Filter by completed transactions** box.
3. If you do not wish to apply this filter, uncheck the **Filter by completed transactions** box.
4. Click **Save**.

6.7.7. Managing content

Each column is the equivalent of a **Header** record in the Transactions report.

The merchant can:

- change the order of the columns,
- add or delete a column,
- add or delete all the columns in one action,
- import the column configuration of the captured transactions tab.

| Caption | Icon | Description | Caption | Icon | Description |
|---------|---|---|---------|---|--|
| 1 |  | Move this field toward the bottom of the window | 5 |  | Add all the columns to the report |
| 2 |  | Move this field toward the top of the window | 6 |  | Delete all the columns from the report |
| 3 |  | Add the selected column(s) to the report | 7 |  | Import the column configuration of the captured transactions tab |
| 4 |  | Delete the selected column(s) from the report | 8 |  | Swap the workspace report configuration with the active report configuration |

In order to reverse the column order:

This action is only available from the **Columns to display in the report** field.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Select the desired column. You can select several columns by pressing the CTRL button on your keyboard.
3. Click on the **(1)** icon to move the column/s downwards.
4. Click on the **(2)** icon to move the column/s upwards.
5. Click **Save**.

To delete one or several columns:

This action is only available from the **Columns to display in the report** field.

Attention: certain columns will not be moved to the **Available columns** and will be **deleted!** A confirmation message will appear to notify you.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Select the desired column. You can select several columns by pressing the CTRL button on your keyboard.
3. Click on the **(4)** icon to delete the selected column/s.
4. Click **Save**.

To delete all the columns in one action:

This action is only available from the **Columns to display in the report** field.

Attention: certain columns will not be moved to the **Available columns** and will be **deleted!** A confirmation message will appear to notify you.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Click on the **(6)** icon below **Columns to display in the report**.
3. Click **Save**.

To add one or several columns:

This action is only available from the **Available columns** field.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Select the desired column. You can select several columns by pressing the CTRL button on your keyboard.
3. Click on the **(3)** icon to delete the selected column/s.
4. Click **Save**.

To add all the columns in one action:

This action is only available from the **Available columns** field.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Click on the **(5)** icon below **Available columns**.
3. Click **Save**.

In order to import the column configuration of the captured transactions tab:

This action is only available from the **Columns to display in the report** field.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Click on the **Import columns** icon **(7)**
3. Click **Save**.

6.7.8. Data available for customization

In addition to using the labels of columns displayed in the pre-formatted transactions report, the merchant can also use the labels described in the table.

| Label / Description |
|--|
| <p>ARCHIVAL_REFERENCE_ID Type: VARCHAR Length: 25 Description: A reference generated by the payment gateway and sent to the acquirer for remittance processing and transaction reconciliation. Provided only for CB, AMEX andPAYPAL payments, its length depends on the network:</p> <ul style="list-style-type: none"> • 12 characters for the network CB • 12 characters for the network AMEXGLOBAL • 19 characters for the network PAYPAL <p>Hosted Payment Page equivalent: vads_archival_reference_id REST API equivalent: transactions.transactionDetails.archivalReferenceId E.g.: L18500026501</p> |
| <p>AUTH_DATE Type:DATE Length: 8 Description: Authorization date (YYYYMMDD). Hosted Payment Page equivalent: N/A REST API equivalent:transactionDetails.cardDetails.authorizationResponse.authorizationDate E.g.: 20200114</p> |
| <p>CAPTURE_TIME Type:TIME Length: 6 Description: Capture time (UTC). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 034500</p> |
| <p>CARD_NUMBER_OLD_FORMAT Description: Payment method number in XXXX.YY format, where:</p> <ul style="list-style-type: none"> • XXXX corresponds to the 4 first digits of the card number. • YY corresponds to the 2 last digits of the card number. |

| Label / Description |
|--|
| <p>Hosted Payment Page equivalent: vads_card_number REST API equivalent: transactionDetails.cardDetails.pan E.g.: 497014</p> |
| <p>CONTRIB Type:VARCHAR Length: 255 Description: eCommerce solution used for the payment (Joomla, osCommerce, etc.). For proprietary implementations, this field can include the version number of the software developed by the merchant. The field is empty if it is not transmitted in the payment request. Hosted Payment Page equivalent:vads_contrib REST API equivalent: contrib. E.g.: PrestaShop_1.5-1.7_1.12.0/1.7.6.2/7.1.32</p> |
| <p>CUSTOMER_ADDRESS Type:VARCHAR Length: 255 Description: Buyer's address. Hosted Payment Page equivalent:vads_cust_address REST API equivalent:customer.billingDetails.address E.g.: Rue de l'Innovation</p> |
| <p>CUSTOMER_CITY Type:VARCHAR Length: 255 Description: Buyer's city. Hosted Payment Page equivalent:vads_cust_city REST API equivalent:customer.billingDetails.city E.g.: Dijon</p> |
| <p>CUSTOMER_COUNTRY Type:VARCHAR Length: 2 Description: Country code of the buyer (ISO 3166 alpha-2 standard). Hosted Payment Page equivalent:vads_cust_country REST API equivalent:customer.billingDetails.country E.g.: FR for France</p> |
| <p>CUSTOMER_FIRSTNAME Type:VARCHAR Length: 255 Description: Buyer's first name. Hosted Payment Page equivalent: vads_cust_first_name REST API equivalent:customer.billingDetails.firstName E.g.: Emile</p> |
| <p>CUSTOMER_MAIL Type:VARCHAR Length: 255 Description: Buyer's e-mail address. Hosted Payment Page equivalent:vads_cust_email REST API equivalent:customer.email E.g.: sample@example.net</p> |
| <p>CUSTOMER_MOBILE_PHONE Type:VARCHAR Length: 255 Description: Buyer's mobile phone. Hosted Payment Page equivalent:vads_cust_cell_phone REST API equivalent:customer.billingDetails.cellPhoneNumber E.g.: 06123456789</p> |
| <p>CUSTOMER_NAME Type:VARCHAR Length: 255 Description: Buyer's last name. Hosted Payment Page equivalent:vads_cust_last_name REST API equivalent:customer.billingDetails.lastName E.g.: Gravier</p> |
| <p>CUSTOMER_NATIONAL_ID</p> |

| Label / Description |
|--|
| <p>Type:VARCHAR Length: 255 Description: Buyer's national identifier (CPF/CNPJ in Brazil). Hosted Payment Page equivalent:vads_cust_national_id REST API equivalent:customer.billingDetails.identityCode E.g.: 12.345.678/0001-18</p> |
| <p>CUSTOMER_PHONE Type:VARCHAR Length: 255 Description: Buyer's phone number. Hosted Payment Page equivalent:vads_cust_phone REST API equivalent:customer.billingDetails.phoneNumber E.g.: 0123456789</p> |
| <p>CUSTOMER_STATE Type:VARCHAR Length: 255 Description: Buyer's state/region. Hosted Payment Page equivalent:vads_cust_state REST API equivalent:customer.billingDetails.state E.g.: Bourgogne-Franche-Comté</p> |
| <p>CUSTOMER_TITLE Type:VARCHAR Length: 255 Description: Buyer's title. Hosted Payment Page equivalent:vads_cust_title REST API equivalent: N/A E.g.: Miss</p> |
| <p>CUSTOMER_ZIP_CODE Type:VARCHAR Length: 255 Description: Buyer's zip code. Hosted Payment Page equivalent:vads_cust_zip REST API equivalent:customer.billingDetails.zipCode E.g.: 21000</p> |
| <p>ERROR_CODE Type:NUMERIC Length: 3 Description: Error details in case of declined payment. Hosted Payment Page equivalent:vads_payment_error REST API equivalent: N/A E.g.: 149</p> |
| <p>IBAN Type:NUMERIC Length: 34 Description: IBAN displayed in clear text. Populated only in the case of SEPA direct debit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: FR1430001019010000Z67067032</p> |
| <p>LITIGES Type:BOOLEAN Length: 5 Description: Chargeback reconciliation. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> true The chargeback reconciliation option for non-payments is enabled and a lawsuit has been filed concerning the transaction regardless of the dispute outcome false The Chargeback reconciliation option for non-payments is enabled and no lawsuits have been filed concerning the transaction |

| Label / Description |
|---|
| <ul style="list-style-type: none"> empty The Chargeback reconciliation option for non-payments is not enabled <p>E.g.: true</p> |
| <p>MATCH_STATUS Type:VARCHAR Length: 255 Description: Reconciliation status. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> MATCH_OK : Reconciliation made MATCH_ANALYSE : To be analyzed R_CHARGEBACK : SEPA chargeback <p>E.g.: MATCH_OK</p> |
| <p>NSU Type:NUMERIC Length: 255 Description: Unique sequence number (Latin America). Hosted Payment Page equivalent: vads_authent_nsu REST API equivalent: N/A E.g.: 000000000000200</p> |
| <p>ORDER_INFO Type:VARCHAR Length: 255 Description: Context of buyer's purchase. Hosted Payment Page equivalent:vads_order_info REST API equivalent:metadata: "info" E.g.: info1</p> |
| <p>ORDER_INFO2 Type:VARCHAR Length: 255 Description: Context of buyer's purchase. Hosted Payment Page equivalent:vads_order_info2 REST API equivalent:metadata: "info2" E.g.: info2</p> |
| <p>ORDER_INFO3 Type:VARCHAR Length: 255 Description: Context of buyer's purchase. Hosted Payment Page equivalent:vads_order_info3 REST API equivalent:metadata: "info3" E.g.: info3</p> |
| <p>ORIGIN_TRANSACTION_UUID Type:VARCHAR Length: 32 Description: UUID of the initial transaction. Hosted Payment Page equivalent:N/A REST API equivalent:parentTransactionUuid E.g.: e829f769c0e44794963a53d34c888d75</p> |
| <p>PAYMENT_MEANS_TOKEN Type:VARCHAR Length: 255 Description: Token of the payment method. Hosted Payment Page equivalent: vads_identifier REST API equivalent:paymentMethodToken E.g.: 16ef4cd4872b48b7bd008bd41f242e3e</p> |
| <p>PAYMENT_OPTION Type:VARCHAR Length: 255 Description: Payment option selected during payment.</p> |

| Label / Description |
|---|
| <p>Hosted Payment Page equivalent:vads_payment_option_code REST API equivalent: N/A E.g.: W3063</p> |
| <p>PRODUCT_CATEGORY Type:VARCHAR Length: 1 Description: Card product category. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • C : CREDIT • D : DEBIT • P : PREPAID <p>E.g.: D</p> |
| <p>REMITTANCE_DATE Type:DATE Length: 8 Description: Capture date (YYYYMMDD). Hosted Payment Page equivalent: N/A REST API equivalent:captureResponse.captureDate E.g.: 20200116</p> |
| <p>REMITTANCE_NB Type:NUMERIC Length: 6 Description: Capture number Hosted Payment Page equivalent: N/A REST API equivalent:captureResponse.captureFileNumber E.g.: 1234567</p> |
| <p>SEQUENCE_NUMBER Type:NUMERIC Length: 3 Description: Installment payment sequence number. Hosted Payment Page equivalent:vads_sequence_number REST API equivalent: transactionDetails.sequenceNumber E.g.: 1</p> |
| <p>SHIPPING_ADDRESS Type:VARCHAR Length: 255 Description: Shipping address. Hosted Payment Page equivalent:vads_ship_to_street REST API equivalent:customer.shippingDetails.address E.g.: Boulevard de la Croisette</p> |
| <p>SHIPPING_CITY Type:VARCHAR Length: 255 Description: Shipping city. Hosted Payment Page equivalent:vads_ship_to_city REST API equivalent:customer.shippingDetails.city E.g.: Cannes</p> |
| <p>SHIPPING_COUNTRY Type:VARCHAR Length: 2 Description: Country shipping code (ISO 3166 alpha-2 standard). Hosted Payment Page equivalent:vads_ship_to_country REST API equivalent:customer.shippingDetails.country E.g.: FR</p> |
| <p>SHIPPING_DISTRICT Type:VARCHAR Length: 255 Description: Shipping district/area. Hosted Payment Page equivalent:vads_ship_to_district</p> |

| Label / Description |
|--|
| REST API equivalent: customer.shippingDetails.district E.g.: Croisette |
| SHIPPING_NAME Type:VARCHAR Length: 255 Description: Recipient's last name. Hosted Payment Page equivalent: vads_ship_to_name REST API equivalent: customer.shippingDetails.lastName E.g.: Simon Jeremi |
| SHIPPING_PHONE Type:VARCHAR Length: 255 Description: Recipient's phone number. Hosted Payment Page equivalent: vads_ship_to_phone_num REST API equivalent: customer.shippingDetails.phoneNumber E.g.: 06123456789 |
| SHIPPING_STATE Type:VARCHAR Length: 255 Description: Shipping state/region. Hosted Payment Page equivalent: vads_ship_to_state REST API equivalent: customer.shippingDetails.state E.g.: Provence-Alpes-Côte d'Azur |
| SHIPPING_ZIP_CODE Type:VARCHAR Length: 255 Description: Shipping zip code. Hosted Payment Page equivalent: vads_ship_to_zip REST API equivalent: customer.shippingDetails.zipCode E.g.: 06400 |
| SHOP_KEY Type:NUMERIC Length: 8 Description: Shop ID Hosted Payment Page equivalent: vads_site_id REST API equivalent: shopId E.g.: 12345678 |
| SHOP_NAME Type:VARCHAR Length: 255 Description: Shop reference Hosted Payment Page equivalent: vads_shop_name REST API equivalent: N/A E.g.: At Laplo |
| SOURCE_USER_INFO Type:VARCHAR Length: 255 Description: Information about the user who made the payment. <ul style="list-style-type: none"> In the case of a form payment, this parameter will be resent with the response and will include the value transmitted in the request. In the case of a MOTO payment from the Merchant Back Office, this field will be valued with the user account (login) who made the payment. In the case of a payment order, this field will be populated with the user account (login or WhatsApp phone number) that was used when creating the order. Hosted Payment Page equivalent: vads_user_info REST API equivalent: userInfo E.g.: jdupont |
| TICKET_NUMBER Type:NUMERIC Length: 13 Description: External ticket number. |

| Label / Description |
|---|
| <p>Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 0895</p> |
| <p>TOTAL_AMOUNT Type:NUMERIC Length: 13 Description: Total amount of the transaction. Hosted Payment Page equivalent: REST API equivalent:orderDetails.orderTotalAmount E.g.: E.g.: 4525 for EUR 45.25</p> |
| <p>TRANSACTION_ID_EXT Type:VARCHAR Length: 255 Description: External transaction reference Hosted Payment Page equivalent: vads_ext_trans_id REST API equivalent:transactionDetails.externalTransactionId E.g.: 1238885523</p> |
| <p>TRANSACTION_UUID Type:VARCHAR Length: 32 Description: UUID (Universally Unique Identifier) - transaction identifier. Hosted Payment Page equivalent:vads_transaction_uuid REST API equivalent:uuid E.g.: b7a6b9ec0a5546eebce0b0641aadf27b</p> |
| <p>USER_INFO Type:VARCHAR Length: 255 Description: Information about the user who made the payment. Corresponds to the user login in case of a manual payment. Hosted Payment Page equivalent:vads_user_info REST API equivalent: N/A E.g.: jdupont</p> |
| <p>PAYMENT_SOURCE Type:VARCHAR Length: 255 Description: Information on the origin of the transaction. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • E_COMMERCE : In redirection / embedded payment mode. • BACK_OFFICE : From the Expert Back Office • TOKEN_PAYMENT : Payment by token • FILE_PAYMENT_SERVICE : By file exchange • DATA_FORM_PAYMENT : By data collection form • MAIL_ORDER : Payment order by E-mail • SMS_ORDER : Payment order by SMS • URL_ORDER : Payment order by URL • VOICE_ORDER : Payment order by SVI • INVOICE_ORDER : Invoice payment order • WHATSAPP_ORDER : Payment order by WhatsApp • PROXIMITY : By Card-Present Environment • PROXIMITY_CONTACTLESS : By Card-Present Environment contactless • CMS : By the CMS Back Office • WEB_SERVICE : By Web Service |

| Label / Description |
|---------------------|
| E.g.: E_COMMERCE |

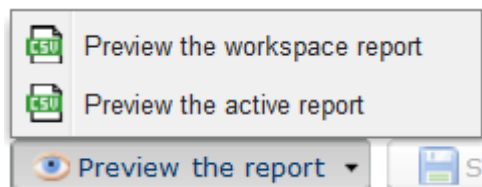
6.7.9. Previewing the Transactions report

The merchant can view the saved modifications at any time.

A report available for preview is composed of 10 last transactions performed in the shop, regardless of the mode (TEST and PRODUCTION).

1. Click on the **Preview the report** button at the bottom of page.

Two possibilities for preview appear:



2. Select the report to preview:

- Click **Preview the workspace report** to view the workspace report

The downloaded file is in the **CSV** format. The filename is prefixed with **PREVIEW_WORK_**. The rest of the filename respects the naming convention of the transactions report.

Example: PREVIEW_WORK_JT_Shop_97738514_1020416.csv

- Click **Preview the active report** to view the active report.

The downloaded file is in the **CSV** format. The filename is prefixed with **PREVIEW_**. The rest of the filename respects the naming convention of the transactions report.

Example: PREVIEW_JT_Shop_97738514_1020416.csv

7. CHARGEBACK RECONCILIATION REPORT

The chargeback reconciliation report is a workflow management tool. It allows the merchant to reconcile transactions made on the payment gateway with the chargebacks that he or she receives.

7.1. Availability

These reports are not generated by the payment gateway by default.

The Merchant must configure the frequency of reports delivery via the Expert Back Office (see chapter [Configuring the reception frequency](#) on page 44).

Once the frequency has been chosen, reports can be provided:

- **by e-mail**

To do so, the Merchant must configure the destination e-mail address via the Expert Back Office (see chapter [Configuring reception by e-mail](#) on page 46).

Reports are generated and sent by e-mail between 2 and 7 a.m.

- **Via your SFTP client**

If the Merchant requests it, the files are uploaded in the **/log** directory of the SFTP client provided by the payment gateway.

The files are available on the SFTP server within 10 minutes after the file is generated.

- **Via CFT (Cross File Transfer)**

Requires the installation of the Axway file transfer software and the establishment of a connection with the payment gateway.

Reports are generated and sent between 10 and 11 p.m.

You can view the date and time of the last report generation.

To do so:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Chargeback reconciliation report** tab.
2. In the **Last generation** section, you will find the date and time as well as the name of the file.

If you checked the box “Send empty reports”, this information is less relevant: it will always concern the last generated file according to the chosen frequency, whether it is empty or filled.



The chargeback reconciliation report is not available in test mode.
The returned information concerns the production report in particular.

7.2. Configuring the reception frequency

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Chargeback reconciliation report** tab.
2. In the **General settings** section, select the frequency from the **Report frequency** drop-down list:
 - None (default)
 - Daily

- Weekly
- Monthly
- Daily + Weekly
- Daily + Monthly
- Weekly + Monthly
- Daily + Weekly + Monthly

3. Click **Save**.

7.3. Configuring reception by e-mail

To enable report delivery by e-mail:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Chargeback reconciliation report** tab.
2. In the **General settings** section, click on **Add**.
3. Fill in the e-mail address of the recipient.
You can add as many recipients as you want.
4. Click **Save**.

Editing the recipient list

To delete a recipient:

1. In the **General settings** section, select the recipient address to be deleted.
2. Click **Delete**.
3. Click **Save**.

7.4. Configuring the delivery of empty reports

By default, the payment gateway does not send files when they contain no transaction.

However, for technical reasons, the merchant may need to retrieve a file daily. In this case, the gateway can generate a so-called "empty" report that doesn't contain any details record. The other records ("TITRE", "ENTETE" and "FIN") are present in the empty reports.

To enable sending empty reports:

1. Via the Expert Back Office, go to **Settings > Shop > Reports** then click on the **Chargeback reconciliation report** tab.
2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.
3. Click **Save**.

7.5. Naming rules

The names of reporting files should follow strict guidelines and provide several details separated by the underscore character “_”.

| Nomenclature | Description |
|----------------|---|
| Code | JRI |
| Shop reference | The shop name in capital letters, as defined in the Expert Back Office. Potential space characters are replaced by the “_” character. E.g.: DEMO_STORE for the “DEMO Store” shop. |
| Shop ID | The 8-digit website identifier, as defined in the Expert Back Office E.g.: 12345678 |
| Date | <ul style="list-style-type: none">• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions disputed on the previous day. E.g.: 200112• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions disputed during the previous week. E.g.: 20W02• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions disputed during the previous month. E.g.: 20M01 |
| Version | V1 |
| Extension | csv |

Filename example: JRI_DEMO_STORE_70258842_200109_V1.csv

The JRI is not available in TEST mode.

7.6. V1 Format

The record« TITRE »

| Pos. | Description | Values |
|------|--|--------------------------------|
| 01 | Record code | TITRE |
| 02 | Legal name of the company visible in the Expert Back Office. | E.g.: DEMO SHOP |
| 03 | Sent on (YY/MM/DD) | 1/20/2014 |
| 04 | Version | V1 |
| 05 | File description | LES IMPAYÉS RAPPROCHÉS DU JOUR |

The record« ENTETE »and« DETAILS »

| Pos. | Description |
|------|--|
| 01 | ENTETE Type:VARCHAR Length: 6 Description: Record code. Value: DETAIL |
| 02 | MERCHANT_COUNTRY Type:VARCHAR Length: 2 Description: Country code of the company (ISO 3166-1 alpha-2 standard). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: FR for France. |
| 03 | MERCHANT_ID Type:VARCHAR Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: 0+ Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028 |
| 04 | CONTRACT Type:VARCHAR Length: 255 Description: Merchant ID number. Hosted Payment Page equivalent: vads_contract_used REST API equivalent: transactionDetails.mid E.g.: 0535875 |
| 05 | PAYMENT_DATE Type:DATE Length: 8 Description: Date and time of the payment. Hosted Payment Page equivalent: vads_effective_creation_date REST API equivalent: creationDate E.g.: 20200107 |
| 06 | TRANSACTION_ID Type:VARCHAR Length: 6 Description: Transaction identifier. Hosted Payment Page equivalent: vads_trans_id REST API equivalent: cardDetails.legacyTransId E.g.: xrT15p |
| 07 | OPERATION_TYPE Type:VARCHAR Length: 1 |

| Pos. | Description |
|------|--|
| | <p>Description: Type of operation. Hosted Payment Page equivalent:vads_operation_type REST API equivalent:operationType Values:</p> <ul style="list-style-type: none"> • D : Debit (purchase receipt) • C : Credit (credit receipt) <p>E.g.: D</p> |
| 08 | <p>SOURCE_AMOUNT Type:NUMERIC Length: 13 Description: Gross amount of the receipt. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25</p> |
| 09 | <p>SIRET Type:VARCHAR Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: SIRET (Système d'Identification du Répertoire des Etablissements) E.g.: 045251785700028</p> |
| 10 | <p>UNPAID_NB Type:NUMERIC Length: 11 Description: Number of the chargeback file. Always empty for transactions made within the GATECONEX network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 00000645948</p> |
| 11 | <p>UNPAID_CODE Description: Code of the chargeback reason. Always empty for transactions made within the GATECONEX network. Always populated with45for transactions made within the network.CB. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 45 (See Table of reasons for chargeback on page 67)</p> |
| 12 | <p>CURRENCY_CODE Type: NUMERIC Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Page equivalent: vads_currency REST API equivalent: currency Values: List of supported currencies on page 62 E.g.: 978 for euro (EUR)</p> |
| 13 | <p>CONTRACT_TYPE Description: Contract (MID) type. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> • 3 : payment made on one of the following networks:CB,SEPA,AMEX,PPRO,GATECONEX. • empty: payment made within the networkPAYPAL <p>E.g.: 3</p> |
| 14 | <p>POS_NB Type:NUMERIC Length: 8</p> |

| Pos. | Description |
|------|--|
| | <p>Description: Number of the point of sale. Hosted Payment Page equivalent:vads_site_id REST API equivalent:shopId Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. E.g.: 12345678</p> |
| 15 | <p>REMITTANCE_DATE Description: Capture date. Hosted Payment Page equivalent: N/A REST API equivalent:transactionDetails.cardDetails.captureResponse.captureDate E.g.: 20200107</p> |
| 16 | <p>EXCHANGE_AMOUNT Type:NUMERIC Length: 13 Description: Amount of the invoice in counter currency. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25</p> |
| 17 | <p>VALUE_DATE Description: Value date. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114</p> |
| 18 | <p>UNPAID_AMOUNT Type:NUMERIC Length: 13 Description: Chargeback amount. Always empty for transactions made within the GATECONEX network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25</p> |
| 19 | <p>EXCHANGE_UNPAID_AMOUNT Type:NUMERIC Length: 13 Description: Amount of the non-payment in counter currency. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25</p> |
| 20 | <p>EXCHANGE_CURRENCY_CODE Type:NUMERIC Length: 3 Description: Numeric code of the counter currency (ISO 4217 standard). Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 978 for euro (EUR) (See chapter List of supported currencies on page 62).</p> |
| 21 | <p>CHARGED_BANK_CODE Type:NUMERIC Length: 5 Description: Bank code to apply. Empty field if not provided by acquirer. Always empty for PayPal transactions.</p> |

| Pos. | Description |
|------|--|
| | <p>Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 14707</p> |
| 22 | <p>CHARGED_COUNTER Type:NUMERIC Length: 5 Description: Original counter code. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 00070</p> |
| 23 | <p>CHARGED_ACCOUNT Description: Account number. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 01234567890</p> |
| 24 | <p>CHARGED_ADMIN_ACCOUNT Type:NUMERIC Length: 5 Description: Administrator account. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 00070</p> |
| 25 | <p>PBA_REMIT_NB Type:NUMERIC Length: 6 Description: PBA capture number. Empty field if not provided by acquirer. Always empty for PayPal transactions. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 123456</p> |
| 26 | <p>MATCH_STATUS Description: Chargeback reconciliation status. Values:</p> <ul style="list-style-type: none"> • MATCH_OK : Reconciliation made • MATCH_ANALYSE : To be analyzed • R_CHARGEBACK : SEPA chargeback <p>Always set to MATCH_OK for transactions made within the AMEXGLOBAL network. Always set to MATCH_OK for transactions made within the PAYPAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: MATCH_OK</p> |
| 27 | <p>CUSTOMER_ID Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent:vads_cust_id REST API equivalent:customer.reference Always empty for PayPal transactions.</p> |

| Pos. | Description |
|------|---|
| | Always empty for transactions made within the GATECONEX network. E.g.: C2383333540 |
| 28 | ORDER_ID Description: Order number generated by the merchant website. Hosted Payment Page equivalent: vads_order_id REST API equivalent: orderDetails.orderId E.g.: CX-1254 |
| 29 | RETURN_CONTEXT Type:VARCHAR Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the character. ". Additional information can be transmitted through the merchant website: <ul style="list-style-type: none"> via the fieldvads_order_info,vads_order_info2,vads_order_info3payment form, via attributesorderInfo, orderInfo2, orderInfo3of the object metadata of the REST API Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: vads_order_info vads_order_info2 vads_order_info3 REST API equivalent: orderInfo orderInfo2 orderInfo3 E.g.: <ul style="list-style-type: none"> info1 info2 info3 if the 3 pieces of additional information are transmitted. info1 info3: if only the 1st and 3rd pieces of additional information are transmitted. |
| 30 | TRANSACTION_STATUS Description: Status of the transaction. Hosted Payment Page equivalent: vads_trans_status REST API equivalent: detailedStatus Value: Always populated with CAPTURED |
| 31 | CURRENT_AMOUNT Type:NUMERIC Length: 13 Description: Current transaction amount. Corresponds to the captured amount minus the refunded amount or the amount waiting for refund. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25 |
| 32 | ORIGIN_AMOUNT Type:NUMERIC Length: 13 Description: Initial transaction amount Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25 |
| 33 | CARD_TYPE Description: Card type. Hosted Payment Page equivalent: vads_card_brand REST API equivalent: transactionDetails.cardDetails.effectiveBrand E.g.: <ul style="list-style-type: none"> CB : Payment by CB card. AMEX : Payment by American Express card. PAYPAL : Payment via a PayPal account. |

| Pos. | Description |
|------|--|
| | <ul style="list-style-type: none"> SDD : Payment by SEPA direct debit. |
| 34 | <p>CHARGED_CARD_TYPE Description: Type of chargeback. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: always empty.</p> |
| 35 | <p>UNPAID_SETTLE_DATE Description: Non-payment settlement date. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114</p> |
| 36 | <p>UNPAID_DOC_REASON Description: Motive of document request. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.:</p> |
| 37 | <p>UNPAID_DOC_DATE Description: Date of the initial documentation request. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114</p> |

The record «FIN»

| Pos. | Description | Values |
|------|-------------|------------|
| 01 | Record code | FIN |

File sample

Download the sample pack: <https://docs.lyra.com/files/samples/sample-files-collect.zip>.

You will find a sample file in the folderReporting/JRI.

8. REISSUING A REPORT

1. In the **Settings > Shop > Reports** menu of your Expert Back Office:
2. Open the tab of the desired report.
3. In **Regeneration of a report**, click on **Date of the report to be regenerated**.
4. Select the desired regeneration date.

Warning: The reports of the day cannot be edited. Only the reports from the previous day or earlier are available.

5. Click on the **Regenerate report** button.

A dialog box appears asking you to confirm report regeneration on the selected date.

6. Click **Yes** if you wish to confirm.

A confirmation message appears to validate your request.

7. Click **Yes** if you wish to confirm.

The report will be sent to the e-mail address specified in the **General Settings** section of the report configuration.

When you ask to regenerate a report, you cannot receive the file on the SFTP server.

Notes:

- During the re-edition, the system regenerates the report. As this operation can take several minutes, there is a 5-minute delay between 2 regeneration requests.
- TEST reports are not resent when they are empty.
- Chargeback reconciliation reports cannot be regenerated manually.
- Financial reconciliation reports cannot be regenerated manually.

9. OBTAINING HELP

Looking for help? See our FAQ:

<https://docs.lyra.com/fr/collect/faq/faq-homepage.html>

For any technical inquiries or if you need any help, contact [technical support](#).

To help us process your demands, please have your customer code ready (e.g.: **CLXXXXX**, **MKXXXXX** or **AGXXXXX**).

This information is available in the Merchant Back Office top of menu.

10. ANNEXES

These annexes include:

- The list of return authorization codes that can appear in the **BANK_RESPONSE_CODE** column.
- The list of supported currencies.
- The list of error codes that may appear in the **ERROR_CODE** column of the Transactions report.
- The list of reasons for chargeback.

10.1. List of authorization return codes

Returned codes for **SEPA Credit Transfer**:

| Codes | Description |
|-------|---|
| 00 | The payment is accepted. |
| 80 | AC01: The account number is either invalid or does not exist. Incorrect IBAN/BIC, or account currency different from euro. |
| 81 | AC04: The account is closed and cannot be used. |
| 82 | AC06: The account is blocked and cannot be used. |
| 83 | AG01: Transaction forbidden for this type of account. E.g.: savings account. |
| 84 | AM18: The number of transactions exceeds the acceptance limit of the Account Servicing Payment Service Provider (ASPSP). |
| 85 | CH03: The requested execution date is too far in the future. |
| 86 | CUST: The reject is due to the debtor: refusal or insufficient funds. |
| 87 | DS02: An authorized user has cancelled the order. |
| 88 | FF01: The reject is due to the original payment request which is invalid (syntax, structure or values). |
| 89 | FRAD: The payment request is considered as fraudulent. |
| 90 | MS03: No reason specified by the Account Servicing Payment Service Provider (ASPSP). |
| 91 | NOAS: The PSU has neither accepted nor rejected the payment request and the time-out period has expired. |
| 92 | RR01: The account and/or debtor identification is missing or inconsistent. |
| 93 | RR03: Specification of the creditor's name and/or address needed for regulatory requirements is incomplete or missing. |
| 94 | RR04: Rejection for regulatory reasons. |
| 95 | RR12: Invalid or missing identification required for a particular country or payment type. |
| 96 | DUPL: Duplicate operation. |
| 97 | TECH: Technical error |

Codes returned by the **CB** network:

| Value | Description | Value | Description |
|-------|--|-------|---|
| 00 | Approved or successfully processed transaction | 54 | Expired card |
| 02 | Contact the card issuer | 55 | Incorrect secret code |
| 03 | Invalid acceptor | 56 | Card absent from the file |
| 04 | Keep the card | 57 | Transaction not allowed for this cardholder |
| 05 | Do not honor | 58 | Transaction not allowed for this cardholder |
| 07 | Keep the card, special conditions | 59 | Suspected fraud |

| Value | Description | Value | Description |
|-------|---|-------|--|
| 08 | Confirm after identification | 60 | The acceptor of the card must contact the acquirer |
| 12 | Incorrect Transaction Code | 61 | Withdrawal limit exceeded |
| 13 | Invalid amount | 63 | Security rules unfulfilled |
| 14 | Invalid cardholder number | 65 | Exceeded number of withdrawals |
| 15 | Unknown issuer | 68 | Response not received or received too late |
| 17 | Canceled by the buyer | 75 | Number of attempts for entering the secret code has been exceeded |
| 19 | Retry later | 76 | The cardholder is already blocked, the previous record has been saved |
| 20 | Incorrect response (error on the domain server) | 78 | Transaction blocked, first transaction on card not properly unblocked |
| 24 | Unsupported file update | 80 | Contactless payment is not accepted by the issuer |
| 25 | Unable to locate the registered elements in the file | 81 | Unsecured payment is not accepted by the issuer |
| 26 | Duplicate registration, the previous record has been replaced | 82 | CVV, dCVV, iCVV incorrect |
| 27 | File update edit error | 83 | Revocation of all recurring payments for the card |
| 28 | Denied access to file | 84 | R1 - Revocation of recurring payment for the card of a specific Merchant or for the MCC and the card |
| 29 | Unable to update | 86 | 6P - Failure of the issuer to verify the data |
| 30 | Format error | 88 | A4 - Misuse of the TRA exemption |
| 31 | Unknown acquirer company ID | 90 | Temporary shutdown |
| 33 | Expired card | 91 | Unable to reach the card issuer |
| 34 | Suspected fraud | 94 | Duplicate transaction |
| 38 | Expired card | 96 | System malfunction |
| 41 | Lost card | 97 | Overall monitoring timeout |
| 43 | Stolen card | 98 | Server not available, new network route requested |
| 46 | Customer account closed | 99 | Initiator domain incident |
| 51 | Insufficient balance or exceeded credit limit | | |

Codes returned by **Amex Global** acquirer:

| Code | Description |
|------|--|
| 000 | Approved |
| 001 | Approved with an ID |
| 002 | Partial approval (Prepaid Cards only) |
| 100 | Declined |
| 101 | Expired card / Invalid expiry date |
| 106 | Exceeded PIN entry attempts |
| 107 | Please Call Issuer |
| 109 | Invalid merchant |
| 110 | Incorrect Transaction Amount |
| 111 | Invalid account / Invalid MICR (Travelers Cheque) |
| 115 | Requested function not supported |
| 117 | Invalid PIN |
| 119 | Cardholder not enrolled / not allowed |
| 122 | Invalid card security code (a.k.a., CID, 4DBC, 4CSC) |
| 125 | Invalid effective date |
| 130 | Declined |
| 181 | Format error |
| 183 | Invalid currency code |
| 187 | Deny - New card issued |
| 189 | Deny - Account canceled |
| 200 | Deny - Pick up card |
| 900 | Accepted - ATC Synchronization |
| 909 | System malfunction (cryptographic error) |
| 912 | Issuer not available |

Codes returned by **Elavon Europe** acquirer:

| Code | Description |
|------|---|
| 0 | Approved, success |
| 1 | Refer To Card Issuer Client |
| 2 | Refer To Card Issuer, Special Condition |
| 3 | Invalid Merchant |
| 4 | Pick-Up Card |
| 5 | Do Not Honour |
| 6 | Error |
| 7 | Pick-Up Card, Special Condition |
| 8 | Honour With Identification |
| 9 | Request In Progress |
| 10 | Approved, Partial |
| 11 | Approved, VIP |
| 12 | Invalid Transaction |
| 13 | Invalid Amount |
| 14 | Invalid Card Number |
| 15 | No Such Issuer |
| 16 | Approved, Update Track 3 |
| 17 | Operator Cancelled |
| 18 | Customer Dispute |
| 19 | Re Enter Transaction |

| Code | Description |
|------|--|
| 22 | Suspected Malfunction |
| 23 | Unacceptable Transaction Fee |
| 24 | File Update Not Supported |
| 25 | Unable To Locate Record |
| 26 | Duplicate Record |
| 27 | File Update Edit Error |
| 28 | File Update File Locked |
| 30 | File Update Failed |
| 31 | Bank Not Supported |
| 32 | Completed Partially |
| 33 | Expired Card, Pick-Up |
| 34 | Suspected Fraud, Pick-Up |
| 35 | Contact Acquirer, Pick-Up |
| 36 | Restricted Card, Pick-Up |
| 37 | Call Acquirer Security, Pick-Up |
| 38 | PIN Tries Exceeded, Pick-Up |
| 39 | No Credit Account |
| 40 | Function Not Supported |
| 41 | Lost Card (Contact Bank) |
| 42 | No Universal Account |
| 43 | Stolen Card |
| 44 | No Investment Account |
| 51 | Not Sufficient Funds (Client To Contact Bank) |
| 52 | No Check Account |
| 53 | No Savings Account |
| 54 | Expired Card (Contact Bank) |
| 55 | Incorrect PIN |
| 56 | No Card Record |
| 57 | Transaction Not Permitted To Cardholder |
| 58 | Transaction Not Permitted On Terminal |
| 59 | Suspected Fraud |
| 60 | Contact Acquirer |
| 61 | Exceeds Withdrawal Limit |
| 62 | Restricted card |
| 63 | Security Violation |
| 64 | Original Amount Incorrect |
| 65 | Exceeds Withdrawal Frequency |
| 66 | Call Acquirer Security |
| 67 | Hard Capture |
| 68 | Response Received Too Late |
| 75 | PIN Tries Exceeded |
| 77 | Intervene, Bank Approval Required |
| 78 | Intervene, Bank Approval Required For Partial Amount |
| 90 | Cut-Off In Progress |
| 91 | Issuer Or Switch Inoperative |
| 92 | Routing Error |
| 93 | Violation Of Law |
| 94 | Duplicate Transaction |

| Code | Description |
|------|---|
| 95 | Reconcile Error |
| 96 | Communication System Malfunction |
| 97 | Communication Error - Cannot Connect To FNB |
| 98 | Exceeds Cash Limit |
| 76 | Approved Country Club |
| 79 | Approved Administrative Transaction |
| 80 | Approved National Negative File Hit OK |
| 81 | Approved Commercial |
| 82 | No Security Module |
| 83 | Maximum Refund credit Limit exceeded |
| 84 | No PBF |
| 85 | PBF Update Error |
| 86 | Invalid Authorisation Type |
| 87 | Bad Track 2 |
| 88 | PTLF Error |
| 89 | Invalid Route Service |
| 110 | 1A Soft Decline requesting 3D Secure Version 2 authentication on an unsecured ecommerce transaction |

Codes returned by the **GICC** network:

| Code | Description |
|------|--|
| 0 | Approved or completed successfully |
| 2 | Call Voice-authorization number; Initialization Data |
| 3 | Invalid merchant number |
| 4 | Retain card |
| 5 | Authorization declined |
| 10 | Partial approval |
| 12 | Invalid transaction |
| 13 | Invalid amount |
| 14 | Invalid card |
| 21 | No action taken |
| 30 | Format Error |
| 33 | Card expired |
| 34 | Suspicion of manipulation |
| 40 | Requested function not supported |
| 43 | Stolen card, pick up |
| 55 | Incorrect personal identification number |
| 56 | Card not in authorizer's database |
| 58 | Terminal ID unknown |
| 62 | Restricted card |
| 78 | Stop payment order |
| 79 | Revocation of authorization order |
| 80 | Amount no longer available |
| 81 | Message-flow error |
| 91 | Card issuer temporarily not reachable |
| 92 | The card type is not processed by the authorization center |
| 96 | Processing temporarily not possible |
| 97 | Security breach - MAC check indicates error condition |
| 98 | Date and time not plausible |

| Code | Description |
|------|----------------------------------|
| 99 | Error in PAC encryption detected |

Codes returned by the **ONEY_API** network:

| Code | Description |
|------|-----------------------------|
| 0 | Awaiting acceptance by Oney |
| 1 | Payment rejected by Oney |
| 2 | Payment accepted by Oney |
| 3 | Payment abandoned |
| 4 | Payment canceled |
| 99 | Unknown error |

Codes returned by the **PayPal** network:

| Code | Description |
|-------|---|
| 0 | Transaction accepted |
| 10001 | Internal error |
| 10002 | Restricted Account |
| 10009 | Transaction refused for one of the following reasons: <ul style="list-style-type: none"> • The partial refund amount must be less than or equal to the original transaction amount. • The partial refund must be in the same currency as the original transaction. • This transaction has already been fully refunded. • The time limit (60 days) for performing a refund for this transaction has been exceeded. |
| 10422 | Customer must choose new funding sources. The customer must return to PayPal to select new funding sources. |
| 10486 | This transaction couldn't be completed. Please redirect your customer to PayPal. |
| 13113 | The Buyer cannot pay with PayPal for this transaction. Inform the buyer that PayPal declined the transaction and to contact PayPal Customer Service . |

10.2. List of supported currencies

| Currency | ISO 4217 encoding | Number of digits after the decimal point |
|-------------------------|-------------------|--|
| Australian Dollar (AUD) | 036 | 2 |
| Canadian Dollar (CAD) | 124 | 2 |
| Danish Crown (DKK) | 208 | 2 |
| Japanese Yen (JPY) | 392 | 0 |
| Norwegian Crown (NOK) | 578 | 2 |
| Swedish Crown (SEK) | 752 | 2 |
| Swiss Franc (CHF) | 756 | 2 |
| Pound Sterling (GBP) | 826 | 2 |
| US Dollar (USD)* | 840 | 2 |
| Euro (EUR) | 978 | 2 |

10.3. List of error codes (ERROR_CODE)

| Code | Message |
|------|---|
| 1 | Transaction not found. |
| 2 | Transaction not found. |
| 3 | This action has not been authorized for a transaction with the X status. |
| 4 | This transaction is not authorized in this context. |
| 5 | This transaction already exists. |
| 6 | Invalid transaction amount. |
| 7 | This operation is no longer allowed for a transaction created on this date. |
| 8 | The payment method exp. date does not allow to process this action. |
| 9 | Required security code. |
| 10 | The credit amount is higher than the initial amount. |
| 11 | The credit amount is higher than the initial amount. |
| 12 | Credit duplication (refund) is not authorized. |
| 13 | A technical problem occurred. We are not able to process your request. |
| 14 | A technical problem occurred. We are not able to process your request. |
| 15 | A technical problem occurred. We are not able to process your request. |
| 16 | A technical problem occurred. We are not able to process your request. |
| 19 | Unknown currency. |
| 20 | Invalid payment method. |
| 21 | No Merchant ID found for this payment. Please modify the data or contact your sales contact in case of repeated failures. |
| 22 | Shop not found. |
| 23 | Merchant ID (MID) unclear. |
| 24 | Merchant ID (MID) invalid. |
| 25 | A technical problem occurred. We are not able to process your request. |
| 26 | Invalid card number |
| 27 | Invalid card number. |
| 28 | Invalid card number. |
| 29 | Invalid card number. |
| 30 | Invalid card number (Luhn). |

| Code | Message |
|------|---|
| 31 | Invalid card number (length). |
| 32 | The card number does not match the selected payment method. |
| 33 | The card number does not match the selected payment method. |
| 34 | Card with unconditional authorization control failed. |
| 35 | E-carte bleue control failed. |
| 36 | The transaction has been refused by risk management. |
| 37 | Interruption not processed during the payment. |
| 38 | A technical problem occurred. We are not able to process your request. |
| 39 | 3D Secure was declined for this transaction |
| 40 | A technical problem occurred. We are not able to process your request. |
| 41 | A technical problem occurred. We are not able to process your request. |
| 42 | An internal problem occurred during the card number checking. |
| 43 | An internal problem occurred during the card number checking. |
| 44 | Unauthorized action for face-to-face transactions. |
| 45 | Invalid currency for this change. |
| 46 | The amount exceeds the maximum authorized amount. |
| 47 | The requested capture date is later than the authorization validity date. |
| 48 | The required change is not valid. |
| 49 | Invalid definition of installment payment. |
| 50 | Unknown POS. |
| 51 | Unknown exchange rate. |
| 52 | This Merchant ID (MID) has been closed since aaaa/mm/dd. |
| 53 | The TEST shop has been closed since aaaa/mm/dd. |
| 54 | Rejected parameter that may contain sensitive data. |
| 55 | A technical problem occurred. We are not able to process your request. |
| 56 | The The amount is lower than the authorized minimum amount. |
| 57 | Error retrieving the alias. |
| 58 | The alias status is not compatible with this operation. |
| 59 | Error retrieving the alias. |
| 60 | This token already exists. |
| 61 | Invalid token. |
| 62 | Token creation failed. |
| 63 | This recurring payment already exists. |
| 64 | This recurring payment is already terminated. |
| 65 | Invalid recurring payment. |
| 66 | The rule of recurring payment is not valid. |
| 67 | Creation of the recurring payment declined. |
| 68 | Cancellation rejected. |
| 69 | A technical problem occurred. We are not able to process your request. |
| 70 | Invalid country code. |
| 71 | Invalid web service parameter. |
| 72 | Authorization declined by Cofinoga. |
| 73 | Authorization declined for EUR 1 (or information request about the CB network if the acquirer supports it). |
| 74 | Invalid payment configuration. |
| 75 | The operation was declined by PayPal. |
| 76 | The cardholder's name is absent. |
| 77 | A technical problem occurred. We are not able to process your request. |

| Code | Message |
|------|---|
| 78 | Transaction ID missing. |
| 79 | This transaction ID is already used. |
| 80 | Transaction ID expired. |
| 81 | The content of the configuration theme is not valid. |
| 82 | Refund is not authorized for this Merchant ID (MID). |
| 83 | Transaction amount outside the allowed values. |
| 84 | Capture not authorized for transaction X with the order number XX because as it is not yet registered in a CNAB/Remessa file. |
| 85 | Commission absent upon boleto capture. |
| 86 | Capture(s) not authorized for transaction(s) X as it is not yet registered in a CNAB/Remessa file. |
| 87 | A technical problem occurred. We are not able to process your request. |
| 88 | Refund error: PayPal does not allow transaction refunds after 60 days. |
| 89 | The modification is not authorized. |
| 90 | An error occurred during the refund of this transaction. |
| 91 | No payment options have been enabled for this MID. |
| 92 | An error occurred while calculating the payment channel. |
| 93 | An error occurred during buyer redirection to the page of payment finalization. |
| 94 | A technical error occurred during the call to the RSP service. |
| 96 | An error occurred during the capture of this transaction. |
| 97 | The requested capture date is too far. |
| 98 | Invalid transaction date. |
| 99 | An error occurred while calculating the payment source. |
| 100 | Failed commercial card verification. |
| 101 | Rejected as the first installment has been rejected. |
| 103 | The transaction status could not be synchronized with the external system. |
| 104 | An error occurred during the capture of this transaction. |
| 105 | 3D Secure - Invalid signature of the authentication message (Pares). |
| 106 | Unsupported currency on this Merchant ID (MID) and/or shop. |
| 107 | The payment method associated with the token is no longer valid. |
| 108 | A technical problem occurred. We are not able to process your request. |
| 109 | Timeout during buyer redirection. |
| 110 | Payment method not supported by the Merchant ID (MID). |
| 111 | Refusal of transactions without Liability shift. |
| 112 | Cancellation is not authorized. |
| 113 | Duplication is not authorized. |
| 115 | Refund is not authorized. |
| 116 | Manual payment not authorized for this payment method. |
| 118 | Payment in installments not authorized for this payment method. |
| 119 | The submitted date is invalid. |
| 120 | The initial transaction option is not applicable. |
| 124 | Inactive payment method. |
| 125 | Payment refused by the acquirer. |
| 126 | This action is not possible because the sequence of payment is not completed. |
| 128 | Invalid payment method. |
| 129 | Invalid PIN code. |
| 130 | Out of credit. |
| 131 | Insufficient balance. |
| 136 | The derivative transactions have been refused without for the initial transaction. |

| Code | Message |
|------|--|
| 137 | Duplicate transaction. |
| 138 | Partial refund is impossible for this transaction. |
| 139 | Refund rejected. |
| 140 | Due to a technical problem, we are unable to process your request. |
| 141 | The risk analyzer rejected this transaction. |
| 142 | The used payment method is not valid for the requested payment mode. |
| 143 | A technical problem occurred. We are not able to process your request. |
| 144 | A transaction in production mode has been marked as in test mode by the acquirer. |
| 145 | A transaction in test mode has been marked as in production mode by the acquirer. |
| 146 | Invalid SMS code. |
| 147 | The risk assessment module asked for this transaction refusal. |
| 148 | No compatible MIDs found. |
| 149 | The payment session has expired (the Buyer has been redirected to the ACS and has not finalized the 3D Secure authentication). |
| 150 | No compatible MIDs found. |
| 151 | A Facility Pay transaction cannot be canceled/modified/refunded between 11.30 p.m. and 5.30 a.m. |
| 152 | A technical problem occurred. We are not able to process your request. |
| 153 | A technical error occurred during the call to the Banque Accord service. |
| 155 | The Facility Pay transaction could not be canceled/edited/refunded: the transaction status does not allow to perform the requested action. Reminder regarding a Facility Pay transaction: a refund must be made within two days after the capture, the delay between two refunds is one day, a partial refund is limited to 20 days, a full refund is limited to 6 months. |
| 156 | Operation not supported. |
| 158 | A technical problem occurred. We are not able to process your request. |
| 159 | The amount is less than the minimum amount authorized (minimum= X). |
| 160 | It is impossible to refund the transaction X as it has been subject to chargeback. |
| 161 | The modification failed because the chosen payment option is not available. |
| 162 | The modification failed because the chosen payment option is no longer valid. |
| 163 | The modification failed because the chosen payment option does not exist. |
| 164 | Invalid payment option. |
| 165 | The ID type is present, but its number is absent. |
| 166 | The ID number is present, but its type is absent. |
| 167 | The ID type is unknown. |
| 168 | The ID number is invalid. |
| 169 | The specific data that must be transmitted to the acquirer is invalid. |
| 170 | Deferred payment is not authorized. |
| 171 | The number of months for the deferred payment is not authorized. |
| 172 | The selected payment process is invalid. |
| 173 | Error within the Express Checkout PayPal service. |
| 174 | Card issuer unavailable. |
| 175 | Cancellation impossible, please try a refund. |
| 176 | Refund impossible, please try a cancellation. |
| 177 | No response to the authorization request was received within the fixed time-frame. |
| 178 | Cancellation impossible, the transaction has already been canceled. |
| 179 | The transaction status is unknown. |
| 182 | The customer's national identifier is absent. |
| 183 | The format of the customer's national identifier is incorrect. |
| 184 | The e-mail is absent. |
| 186 | The minimum authorized amount cannot make up less than 80% of the initial amount. |

| Code | Message |
|------|---|
| 187 | In order to refund the transaction, please contact RBM at solicitudes@rbm.com.co. |
| 188 | In order to refund the transaction, please contact Credibanco at atrecom@credibanco.com. |
| 189 | In order to refund the transaction, please contact Davivienda at wemedellin@davivienda.com. |
| 190 | The reason for refusal does not allow transaction duplication. |
| 191 | The billing address is absent or incomplete. |
| 192 | Manual capture is not allowed for this type of contract. |
| 193 | Amplification refused by the issuer. This amplification authorization refusal does not affect the initial authorization, which is still valid. |
| 194 | Credit is not allowed for this transaction type. |
| 195 | The amount eligible in TRD is invalid. |
| 196 | The amount eligible in TRD is negative. |
| 197 | The amount eligible in TRD is greater than the order amount. |
| 198 | The data transmitted to the CONECS network in the vads_acquirer_transient_data field does not contain the eligibleAmount key. |
| 199 | The amount eligible in TRD is lower than €1.50. |
| 200 | The specific data that must be transmitted to the acquirer is invalid. |
| 201 | The Buyer's name is absent or incomplete. |
| 202 | Payment token canceled. |
| 203 | Payment method verification rejected. |
| 204 | An error occurred during the cancellation of this transaction. |
| 205 | 3D Secure - cannot reach DS or ACS. |
| 206 | 3D Secure - A technical error occurred during the process. For more details, see the <i>Transaction with failed 3D Secure authentication</i> article via the Retrieving the cardholder authentication result chapter. |
| 207 | 3D Secure - Refusal of the authentication by the issuer.. For more details, see the <i>Transaction with failed 3D Secure authentication</i> article via the Retrieving the cardholder authentication result chapter. |
| 208 | 3D Secure - Refusal as authentication by the issuer is impossible. |
| 210 | Duplication of verification type transactions forbidden. |
| 211 | In order to refund the transaction, please contact Tuya. |
| 212 | In order to refund the transaction, please contact BigPass Edenred Colombia at sercliente-co@edenred.com. |
| 213 | 3D Secure - Session altered by the ACS. |
| 214 | The card number is not eligible for this payment. |
| 215 | Internal error acquirer on the acquirer's side. |
| 216 | Expired OTP code. |
| 217 | Invalid OTP code. |
| 218 | Invalid data transmitted to the authentication validation service. |
| 219 | A technical error occurred during the authentication. |
| 220 | An internal error occurred during the authentication. |
| 221 | The address is required following the entry of an IBAN outside the EEA zone. |
| 222 | The authentication has been canceled. |
| 223 | The selected token cannot be used by the Visanet network. |
| 224 | Unknown cardholder |
| 225 | The data received from the wallet is not consistent. |
| 226 | Unable to access the wallet. |
| 227 | Authentication impossible. |

10.4. Table of reasons for chargeback

10.4.1. VISA chargebacks

| Code | Reason - Description |
|------|--|
| 30 | Merchandise/Services Not Received |
| 41 | Cancelled Recurring Transaction |
| 53 | Not as Described or Defective Merchandise |
| 57 | Fraudulent Multiple Transactions |
| 62 | Counterfeit Transaction |
| 70 | Card Recovery Bulletin or Exception File |
| 71 | Declined Authorization |
| 72 | No Authorization |
| 73 | Expired Card |
| 74 | Late Presentment |
| 75 | Transaction Not Recognized |
| 76 | Incorrect Currency or Transaction Code or Violation of Domestic Transaction Processing Rules |
| 77 | Non-Matching Account Number |
| 78 | Service Code Violation |
| 80 | Incorrect Transaction Amount or Account Number |
| 81 | Fraud – Card-Present Environment |
| 82 | Duplicate Processing |
| 83 | Fraud – Card-Absent Environment |
| 85 | Credit Not Processed |
| 86 | Paid by Other Means |
| 90 | Non-Receipt of Cash or Load Transaction Value at ATM |
| 93 | Visa Fraud Monitoring Program |
| 1010 | EMV Liability Shift Counterfeit Fraud |
| 1020 | EMV Liability Shift Non-Counterfeit Fraud |
| 1030 | Other Fraud – Card Present Environment |
| 1040 | Other Fraud – Card Absent Environment |
| 1050 | Visa Fraud Monitoring Program |
| 1110 | Visa Fraud Monitoring Program |
| 1120 | Declined Authorization |
| 1130 | No Authorization |
| 1210 | Late Presentment |
| 1220 | Incorrect Transaction Code |
| 1230 | Incorrect Currency |
| 1240 | Incorrect Transaction Account Number |
| 1250 | Incorrect Transaction Amount |
| 1261 | Duplicate Processing or Paid by Other Means |
| 1262 | Paid by Other Means |
| 1270 | Invalid Data |
| 1310 | Merchandise/Services Not Received |
| 1320 | Cancelled Recurring Transaction |
| 1330 | Not as Described or Defective Merchandise/Services |

| Code | Reason - Description |
|------|--|
| 1340 | Counterfeit Merchandise |
| 1350 | Invalid Data |
| 1360 | Credit Not Processed |
| 1370 | Cancelled Merchandise/Services |
| 1380 | Original Credit Transaction Not Accepted |
| 1390 | Non-Receipt of Cash or Load Transaction Value at ATM |

10.4.2. MasterCard chargebacks

| Code | Reason - Description |
|------|---|
| 4802 | Documentation Received was Illegible |
| 4807 | Warning Bulletin File |
| 4808 | Authorization-related Chargeback |
| 4812 | Account Number Not On File |
| 4831 | Transaction Amount Differs |
| 4834 | Point of Interaction Error |
| 4837 | No Cardholder Authorization |
| 4840 | Fraudulent Processing of Transaction |
| 4841 | Canceled Recurring or Digital Goods Transactions |
| 4842 | Late Presentment |
| 4846 | Correct Transaction Currency Code was Not Provided |
| 4849 | Questionable Merchant Activity |
| 4850 | Installment Billing Dispute |
| 4853 | Cardholder Dispute - Defective/Not as described |
| 4854 | Cardholder Dispute - Not Elsewhere Classified (U.S. Only) |
| 4855 | Goods or Services Not Provided |
| 4859 | Addendum, No-show, or ATM Dispute |
| 4860 | Credit Not Processed |
| 4863 | Cardholder Does Not Recognize - Potential Fraud |
| 4870 | Chip Liability Shift |
| 4871 | Chip Liability Shift—Lost/Stolen/Never Received Issue (NRI) Fraud |
| 4999 | Domestic Chargeback Dispute (Europe Region Only) |

10.4.3. CB chargebacks

| Code | Reason - Description |
|------|--|
| 12 | Transaction not authorized by the issuer for a holder of a card with unconditional authorization |
| 13 | Forcing |
| 14 | Transaction not authorized by the issuer |
| 15 | Guarantee per card |
| 16 | No control of the secret code |
| 17 | Invalid SIRET |
| 18 | Certificate cannot be verified |
| 21 | Card expired |
| 22 | Late Presentment |
| 23 | Missing digest |
| 25 | Maximum transaction amount exceeded |
| 27 | CB payment credit not received |
| 28 | CB payment credit processed as debit |
| 40 | Canceled card |
| 41 | Unfulfilled documentation request or illegible document |
| 42 | Duplicate operation |
| 43 | Non-existent card number |
| 44 | Amount in dispute |
| 45 | Transaction in dispute |
| 46 | Backup process |
| 61 | Suspended or blacklisted acceptor |
| 62 | Transaction not admitted |

10.4.4. SEPA DIRECT DEBIT chargebacks

| ISO code | Reason - Description |
|----------|---|
| AC01 | <p>Incorrect Account Number</p> <ul style="list-style-type: none"> The IBAN or BIC code provided by the buyer is incorrect. The account is not in euros. |
| AC03 | Wrong IBAN |
| AC04 | <p>Closed Account Number</p> <p>The account has been closed. The buyer may have used an old account number or closed the account since the mandate was implemented.</p> |
| AC06 | <p>Blocked account</p> <p>The account has been blocked for direct debits:</p> <ul style="list-style-type: none"> either by the bank or by the buyer |
| ACNR | Acceptance of claim of non-receipt |
| ACVA | Acceptance of value date change |
| AG01 | <p>Transaction forbidden on this type of account</p> <p>The SEPA direct debit cannot be implemented for this type of account. E.g.: savings account.</p> |
| AG02 | <p>Invalid Bank Operation Code</p> <p>Technical error</p> |

| ISO code | Reason - Description |
|---------------------------|---|
| AM04 | Insufficient funds The debtor's bank could not cover the direct debit due to insufficient funds. |
| AM05 | Duplication Collection has already been made. This could either be due to an incorrect transaction ID, or if two transactions have been submitted. |
| AM09 | Wrong amount |
| ARDT | Original operation already returned |
| ARJT | Operation already rejected |
| BE04 | Missing Creditor Address |
| BE05 | Unrecognised Initiating Party The provided Creditor ID is incorrect or invalid. |
| CERI | ERI check |
| CNOR | Non-trading bank |
| CUST | By customer's order |
| CVAA | Correct value date already applied |
| DNOR | BIC code of the debtor's bank unknown or does not match the IBAN. This may occur if the IBAN corresponds to an account in Switzerland but the debtor's address has not been transmitted. |
| DUPL | Duplicate |
| ED05 | Settlement Failed |
| ERIN | ERI option not supported |
| FF01 (Previously MD03) | Invalid File Format Technical error |
| FF05 | Direct debit type incorrect Technical error |
| FOCR | Positive response to a recall |
| FRAD | Transfer of fraudulent origin |
| LEGL | Regulatory reason |
| MD01 | No valid mandate The mandate for the buyer's account is no longer valid. The mandate may have been canceled by the buyer. It is also used when a customer requests a refund, stating that the transaction was not authorized. This can occur up to 13 months after the settlement. |
| MD02 | Mandate data missing or incorrect Technical error. |
| MD03 | Invalid File Format Technical error. |
| MD06 | Disputed authorized transaction The buyer has requested a refund of an authorized transaction. May be received up to 8 weeks after the settlement. |
| MD07 | Debtor deceased You have attempted to set up a mandate for the account of a deceased individual. Extremely rare. |
| MODI | Modified upon request |
| MS02 | Refusal by the debtor - Not Specified Reason The buyer rejects the direct debit. This code may be received pre- or post-settlement, depending on how quickly the buyer's bank responds to the rejection. |
| MS03 | Reason not specified One of the most common error codes. Often used when banks choose to not provide more specific explanatory codes, such as MD07 and AM04, due to data protection reasons. |

| ISO code | Reason - Description |
|----------|---|
| NERI | ERI absent |
| NOAS | No authorization |
| NOOR | Payment not processed |
| RC01 | Bank Identifier Incorrect Bank identifier incorrect (i.e. invalid BIC). |
| RJNR | Rejection of claim of non-receipt |
| RJVA | Rejection of value date change |
| RNPR | Original transaction received but not usable |
| RR01 | Regulatory reason - Missing Debtor Account Or Identification Technical error. |
| RR02 | Regulatory reason - Missing Debtor Name Or Address Technical error. |
| RR03 | Regulatory reason - Missing Creditor Name Or Address Technical error. |
| RR04 | Regulatory reason R04 can be used for a regulatory reason different from RR01, RR02 or RR03. |
| SL01 | Specific Service Offered By Debtor Agent The request clashes with specific instructions that the buyer has configured for his or her account. E.g.: the creditor is blacklisted. |
| TECH | Technical problem |
| TM01 | File received after Cut Off Time The time limit has passed. |