



**COLLECTING SOLUTION**

# **Description of reporting**

## **Back Office user manual**

Document version 3.10

# Contents

<b>1. HISTORY OF THE DOCUMENT.....</b>	<b>4</b>
<b>2. OBTAINING HELP.....</b>	<b>7</b>
<b>3. GENERAL PRINCIPLE.....</b>	<b>8</b>
<b>4. FILE STRUCTURE.....</b>	<b>9</b>
<b>5. OPERATIONS REPORT.....</b>	<b>10</b>
5.1. Availability.....	10
5.2. Configuring the reception frequency.....	11
5.3. Configuring reception by e-mail.....	11
Editing the recipient list.....	11
5.4. Configuring the delivery of empty reports.....	11
5.5. Configuring the amount format.....	12
5.6. Naming rules.....	13
5.7. V3 Format.....	14
<b>6. TRANSACTIONS REPORT.....</b>	<b>17</b>
6.1. Availability.....	17
6.2. Configuring the reception frequency.....	18
6.3. Configuring reception by e-mail.....	18
Editing the recipient list.....	18
6.4. Configuring the delivery of empty reports.....	18
6.5. Naming rules.....	20
6.6. Format.....	21
6.7. Customizing the report content.....	27
Configuring technical data.....	27
Managing content.....	29
Data available for customization.....	30
Previewing the transactions report.....	35
<b>7. BANK RECONCILIATION REPORT.....</b>	<b>36</b>
7.1. Availability.....	36
7.2. Configuring the reception frequency.....	38
7.3. Configuring reception by e-mail.....	38
Editing the recipient list.....	38
7.4. Configuring the delivery of empty reports.....	39
7.5. Configuring the amount format.....	39
7.6. Naming rules.....	40
7.7. V3 Format.....	41
<b>8. CHARGEBACK RECONCILIATION REPORT.....</b>	<b>48</b>
8.1. Availability.....	48
8.2. Configuring the reception frequency.....	48
8.3. Configuring reception by e-mail.....	50
Editing the recipient list.....	50
8.4. Configuring the delivery of empty reports.....	50
8.5. Naming rules.....	51
8.6. V1 Format.....	52
<b>9. FINANCIAL RECONCILIATION REPORT.....</b>	<b>58</b>
9.1. Availability.....	58
9.2. Naming rules.....	58
9.3. V1 Format.....	59

<b>10. REISSUING A REPORT</b> .....	<b>67</b>
<b>11. ANNEXES</b> .....	<b>68</b>
11.1. List of authorization return codes.....	68
11.2. List of supported currencies.....	73
11.3. List of error codes (ERROR_CODE).....	73
11.4. Table of reasons for chargeback.....	78
VISA chargebacks.....	78
MasterCard chargebacks.....	79
CB chargebacks.....	80
SEPA DIRECT DEBIT chargebacks.....	80

# 1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.10	Lyra Collect	2/23/2021	<ul style="list-style-type: none"> <li>Addition of the <b>ORIGIN_TRANSACTION_UUID</b> data in the <i>Data available for customization</i> chapter.</li> <li>Update of the “Shop label” data description in the files header.</li> <li>Update the list of values for the <b>TRANSACTION_STATUS</b> data of the transactions report.</li> </ul>
3.9	Lyra Collect	12/4/2020	<ul style="list-style-type: none"> <li>Update of the label of the checkbox in the <i>Configuring the delivery of empty reports</i> chapter.</li> <li>Restitution of the REST API metadata in the <b>INFO_EXTRA</b> data in the Transactions report.</li> <li>Addition of details regarding the length of the <b>REMITTANCE_NB</b> data in the Bank reconciliation report V3.</li> </ul>
3.8	Lyra Collect	9/25/2020	<ul style="list-style-type: none"> <li>Transactions report customization: clarification on the activation of the filter on finalized transactions.</li> <li>Update of the list of authorization return codes in annex.</li> </ul>
3.7	Lyra Collect	8/10/2020	<ul style="list-style-type: none"> <li>Correction of the possible values of the <b>TRANSACTION_STATUS</b> piece of data.</li> <li>Correction of the time format in “TITLE” recordings.</li> <li>Addition of the <i>File structure</i> chapter.</li> </ul>
3.6	Lyra Collect	7/30/2020	<ul style="list-style-type: none"> <li>Update of CB network authorization return codes.</li> <li>Restitution of the <b>orderInfo</b>, <b>orderInfo2</b> and <b>orderInfo3</b> metadata of the REST API in the <b>RETURN_CONTEXT</b> data.</li> </ul>
3.5	Lyra Collect	6/30/2020	<ul style="list-style-type: none"> <li>Renaming of the document.</li> <li>Addition of the date and time of the last report generation.</li> <li>Addition the possibility to choose the format of amounts.</li> <li>Addition of the possibility to receive reports via CFT.</li> <li>Correction of the <b>BANK_RESPONSE_CODE</b> field format in the transaction report.</li> </ul>
3.4	Lyra Collect	3/9/2020	<ul style="list-style-type: none"> <li>Correction of date description in naming rules (corresponds to the day, week or month before the file was sent).</li> <li>Addition of the file extension in naming rules.</li> <li>Correction of the upload time of the JRFI files.</li> <li>Addition of the name of the directory containing sample files.</li> <li>Addition of the manual transaction reconciliation process in view of obtaining a Bank Reconciliation Report in TEST mode.</li> </ul>
3.3	Lyra Collect	2/17/2020	<ul style="list-style-type: none"> <li>Addition of downloadable sample files.</li> <li>Correction of the access paths to the configuration tabs of different reports.</li> <li>Update of the reason codes for chargebacks.</li> </ul>
3.2	Lyra Collect	1/15/2020	<ul style="list-style-type: none"> <li>Addition of the financial reconciliation report.</li> <li>Addition of information on the availability on the SFTP server.</li> </ul>

Version	Author	Date	Comment
			<ul style="list-style-type: none"> <li>• Addition of the correlation between the report data and the Form and REST API fields.</li> <li>• Removal of the correlation table present in the annexes.</li> <li>• Addition of the <b>PAYMENT_OPTION</b> field to the list of fields available for customizing transaction reports.</li> <li>• Addition of a note on reissuing TEST reports.</li> <li>• Details on the absence of the <b>FIN</b> record in the transaction reports.</li> <li>• Details on the presence of “;” at the end of every line of <b>TITRE, ENTETE, ENREGISTREMENT</b> and <b>FIN</b> type.</li> <li>• Field value updates for <b>OPERATION_SEQUENCE, OPERATION_NAME, RESPONSE_CODE, NEW_STATUS, RETURN_CONTEXT</b>.</li> <li>• V3 Reconciliation report: <ul style="list-style-type: none"> <li>• Update of description and values for <b>CUSTOMER_ID, ORDER_ID, PAYMENT_METHOD, RETURN_CONTEXT, DATA_COMP</b></li> <li>• Addition of an empty file sample</li> </ul> </li> <li>• Chargeback report: <ul style="list-style-type: none"> <li>• Update of descriptions and values for all fields.</li> <li>• Update of file samples.</li> </ul> </li> </ul>
3.1	Lyra Collect	9/17/2019	<ul style="list-style-type: none"> <li>• Update of the JT and JO files to present the dates in the UTC time zone format.</li> <li>• Addition of the “None” default report frequency</li> </ul>
3.0	Lyra Collect	7/25/2019	<ul style="list-style-type: none"> <li>• Addition of the <b>TRANSACTION_STATUS</b> field in the 20th position of the V_CUSTOM transaction report.</li> <li>• Update of the <b>MATCH_STATUS</b> field in the JRI.</li> <li>• Update of the format table</li> <li>• Addition of the CANCEL transaction type in the transaction report.</li> <li>• Update of the <b>MATCH_STATUS, DATA_COMP_3, DATA_COMP_4, DATA_COMP_5, DATA_COMP_6, DATA_COMP_7 and DATA_COMP_8</b> fields in the V3 bank reconciliation report.</li> </ul>
2.9	Lyra Collect	2/5/2019	<ul style="list-style-type: none"> <li>• Addition of the <b>VERIFICATION</b> value for the TRANSACTION_TYPE field.</li> <li>• Update of the value list of the “<b>status</b>” field.</li> <li>• Update of the value list of the “<b>type</b>” field.</li> <li>• Update of the fields present in transaction exports.</li> <li>• Addition of new values to the list of fields available for customization of the Transaction Report: <b>CUST_NATIONAL_ID, NSU, PAYMENT_MEANS_TOKEN, TRANSACTION_ID_EXT</b></li> </ul>
2.8	Lyra Collect	10/1/2018	Initial version

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## 2. OBTAINING HELP

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Looking for help? Check our FAQ on our website

<https://docs.lyra.com/en/collect/faq/sitemap.html>

If you have any technical questions or need assistance, our tech support is available from Monday to Friday from 9 a.m. to 6 p.m.

by phone at:

**0811900475**

Service fee 0.06 € / min  
+ call charge

by e-mail :

[support-ecommerce@lyra-collect.com](mailto:support-ecommerce@lyra-collect.com)

and via your Expert Back Office, **Help > Contact support**

To facilitate the processing of your demands, you will be asked to communicate your shop ID (an 8-digit number).

### 3. GENERAL PRINCIPLE

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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 provides 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.



## 4. FILE STRUCTURE

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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.

## 5. OPERATIONS REPORT

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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 11).

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 11).

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 become available on the SFTP server immediately after synchronization at 7 a.m.

- **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 and 7 a.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 **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 "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.

#### **Note**

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

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1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select 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

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### To enable report delivery by e-mail:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Operations report** tab.
2. In the **General Settings** section, click **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 **General Settings**, select the address of the recipient to delete.
2. Click **Delete**.
3. Click **Save**.

## 5.4. Configuring the delivery of empty reports

---

By default, the payment gateway does not send empty files.

However, for technical reasons, the Merchant may need to retrieve a file (empty or not) daily.

To enable the sending of empty reports:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Operations report** tab.

2. In **General Settings**, tick the **Send empty reports box (PRODUCTION mode only)**.

3. Click **Save**.

## 5.5. Configuring the amount format

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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
<b>in the smallest currency unit</b>	The amount is written as a positive integer. This is the default value.	€ 1,025.99 102599
<b>in currency unit</b>	The amount is written in decimal notation.	1,025.99

For currencies with no subdivision:

Available formats for currencies with no subdivision	Description	Example
<b>in the smallest currency unit</b>	The amount is written as a positive integer. This is the default value.	41 025 ¥ 41025
<b>in currency unit</b>	The amount is written as a positive integer.	41,025

To do so:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Operations report** tab.
2. In the **Report settings** section, 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

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

Nomenclature	Description
Code	<b>JO</b>
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"><li>• 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</li><li>• 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</li><li>• 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</li></ul>
Version	<b>V3</b>
Extension	<b>csv</b>

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 « TITRE » record

Pos.	Description	Values
01	Record code	<b>TITRE</b>
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)	<b>200113_02:05:00</b>
04	Version	<b>TABLE_V3</b>

### The « ENTETE » (HEADER) and « DETAILS » records

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

Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>EXPIRED</b> : Transaction expiration</li> <li>• <b>MODIFICATION</b> : Transaction update</li> <li>• <b>TRANSACTION</b> : Registration of a manual payment</li> <li>• <b>TRANSACTION_WITH_MANUAL_VALIDATION</b> : Registration of a manual payment with manual validation</li> <li>• <b>VALIDATE</b> : Transaction validation</li> <li>• <b>RAPPROCHEMENT</b> : Transaction reconciliation</li> <li>• <b>VERIFICATION_REQUEST</b> : Request to verify the payment method</li> </ul> <p>E.g.: CREDIT</p>
07	<p><b>OPERATION_AMOUNT</b>  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.: 3000 for 30,00 EUR</p>
08	<p><b>OPERATION_CURRENCY</b>  Type: NUMERIC   Length: 3  Description: Operation currency.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 978 (See chapter <a href="#">List of supported currencies</a> on page 73)</p>
09	<p><b>OPERATION_DATE</b>  Type: DATE   Length: 6  Description: UTC date of the operation in the YYMMDD format.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 200112</p>
10	<p><b>OPERATION_TIME</b>  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><b>OPERATION_ORIGIN</b>  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><b>RESPONSE_CODE</b>  Type: NUMERIC   Length: 2  Description: Return code of the requested operation.  Hosted Payment Page equivalent: <b>vads_result</b>  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>00</b> : Accepted authorization.</li> <li>• <b>05</b> : Authorization refused.</li> <li>• <b>34</b> : Suspected fraud.</li> <li>• <b>75</b> : The maximum number of card number entry attempts has been exceeded.</li> <li>• <b>96</b> : Service temporarily unavailable.</li> </ul> <p>E.g.: 00</p>
13	<p><b>NEW_STATUS</b>  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</p>

Pos.	Description
	<p>Values:</p> <ul style="list-style-type: none"> <li>• <b>REFUSED</b> : The transaction has been declined</li> <li>• <b>TO_VALIDATE</b> : The transaction must be validated</li> <li>• <b>TO_CAPTURE</b> : The transaction is waiting for capture</li> <li>• <b>TO_CREDIT</b> : Credit transaction (refund) waiting for capture</li> <li>• <b>CANCELLED</b> : The transaction has been canceled</li> <li>• <b>CAPTURED</b> : The transaction has been captured</li> <li>• <b>EXPIRED</b> : The transaction has not been validated and has expired</li> <li>• <b>TO_VALIDATE_AND_AUTHORIZE</b> : The transaction is waiting for an authorization request and must be validated</li> <li>• <b>TO_AUTHORIZE</b> : The transaction is waiting for an authorization request</li> <li>• <b>TO_PRENOTIFY</b> : Transaction awaiting pre-notification</li> <li>• <b>ACCEPTED</b> : Verification transaction accepted</li> <li>• <b>REFUSED_CAPTURED</b> : Capture failed</li> </ul> <p>E.g.: TO_CAPTURE</p>
14	<p><b>RETURN_CONTEXT</b>  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"> <li>• Via the <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> fields of the payment form.</li> <li>• via the attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the REST API <b>metadata</b> object.</li> </ul> <p>Beyond 500 characters, the string is truncated.  Empty field if no additional information is transmitted.  Hosted Payment Page equivalent: <b>vads_order_info</b>   <b>vads_order_info2</b>   <b>vads_order_info3</b>  REST API equivalent: <b>orderInfo</b>   <b>orderInfo2</b>   <b>orderInfo3</b>  E.g.:</p> <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1  info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>

### The "END" (FIN) record

Pos.	Description	Values
01	Record code	<b>FIN</b>

### File sample

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

You will find a sample file in the JO folder.



## 6. TRANSACTIONS REPORT

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The Transactions Report is a workflow management tool. It informs the merchant about all the payments (accepted and refused) performed 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.

### 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 18).

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 18).

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

- **Via your SFTP client**

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

The reports become available on the SFTP server immediately after synchronization at 7 a.m.

- **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 and 7 a.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 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 “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.

#### **Note**

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. In your Expert Back Office, open the **Settings > Shop > Reports** menu 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. In your Expert Back Office, open the **Settings > Shop > Reports** menu then click on the **Transactions report** tab.
2. In the **General Settings** section, click **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 **General Settings**, select the address of the recipient to delete.
2. Click **Delete**.
3. Click **Save**.

## 6.4. Configuring the delivery of empty reports

---

By default, the payment gateway does not send empty files.

However, for technical reasons, the Merchant may need to retrieve a file (empty or not) daily.

To enable the sending of empty reports:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu then click on the **Transactions report** tab.

2. In **General Settings**, tick the **Send empty reports box (PRODUCTION mode only)**.

3. Click **Save**.

## 6.5. Naming rules

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

Nomenclature	Description
Code	<b>JT</b>
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"><li>• 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</li><li>• 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</li><li>• 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</li></ul>
Extension	<b>csv</b>

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 « TITRE » record

Pos.	Description	Values
01	Record code	<b>TITRE</b>
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)	<b>20/01/13_01:55:00</b>
04	Version	<b>TABLE_V_CUSTOM</b>

### The « ENTETE » (HEADER) and « DETAILS » records

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

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

Pos.	Description
	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.: 3000 for 30,00 EUR
08	<b>AMOUNT</b> Type: NUMERIC   Length: 13 Description: Transaction balance expressed in the smallest currency unit. Hosted Payment Page equivalent: <b>vads_amount</b> REST API equivalent: <b>amount</b> E.g.: 3000 for 30,00 EUR
09	<b>CURRENCY_CODE</b> Type: NUMERIC   Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Page equivalent: <b>vads_currency</b> REST API equivalent: <b>currency</b> E.g.: 978 for euro (EUR) (See chapter <a href="#">List of supported currencies</a> on page 73).
10	<b>PAYMENT_DATE</b> Type: DATE   Length: 8 Description: Date of payment in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 20200110
11	<b>PAYMENT_TIME</b> Type: TIME   Length: 6 Description: Time of payment in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 142512
12	<b>CARD_VALIDITY</b> Type: NUMERIC   Length: 6 Description: Payment method validity period. Hosted Payment Page equivalent: <b>vads_expiry_year + vads_expiry_month</b> REST API equivalent: <b>transactionDetails.cardDetails.expiryYear + transactionDetails.cardDetails.expiryMonth</b> E.g.: 202306
13	<b>CARD_TYPE</b> Type: VARCHAR   Length: 255 Description: Card type. Hosted Payment Page equivalent: <b>vads_card_brand</b> REST API equivalent: <b>transactionDetails.cardDetails.effectiveBrand</b> E.g.: CB, VISA, MASTERCARD, etc.
14	<b>CARD_NUMBER</b> Description: The 6 first digits of the payment method. Hosted Payment Page equivalent: <b>vads_card_number</b> REST API equivalent: <b>transactionDetails.cardDetails.pan</b> E.g.: 497014
15	<b>RESPONSE_CODE</b> Type: NUMERIC   Length: 2 Description: Return code of the requested operation. Hosted Payment Page equivalent: <b>vads_result</b> REST API equivalent: N/A Values: <ul style="list-style-type: none"> <li><b>00</b> : Accepted authorization.</li> <li><b>05</b> : Authorization refused.</li> <li><b>34</b> : Suspected fraud.</li> <li><b>75</b> : The maximum number of card number entry attempts has been exceeded.</li> <li><b>96</b> : Service temporarily unavailable.</li> </ul>

Pos.	Description
	E.g.: 00
16	<p><b>COMPLEMENTARY_CODE</b>  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: <b>vads_extra_result</b>  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>00</b> : Verifications successfully performed.</li> <li>• <b>02</b> : Credit card velocity exceeded.</li> <li>• <b>03</b> : The card is on the Merchant's greylist.</li> <li>• <b>04</b> : The issuing country of the card is on the greylist or is not on the merchant's whitelist.</li> <li>• <b>05</b> : The IP address is on the merchant's greylist.</li> <li>• <b>06</b> : The card is on the merchant's BIN greylist.</li> <li>• <b>07</b> : E-carte bleue control.</li> <li>• <b>08</b> : Transaction not 3DS guaranteed.</li> <li>• <b>14</b> : Control of a card with unconditional authorization.</li> <li>• <b>20</b> : Verification of the country consistency between the card issuing country, the IP address and country of the customer's address.</li> <li>• <b>99</b> : Technical issue encountered by the server during a local verification process.</li> </ul> <p>E.g.: 00</p>
17	<p><b>CERTIFICATE</b>  Type: VARCHAR   Length: 255  Description: Transaction certificate.  Hosted Payment Page equivalent: <b>vads_payment_certificate</b>  REST API equivalent: N/A  E.g.: 6ed7b71c023a20adb9a2e2c58cd4321f63123</p>
18	<p><b>AUTORISATION_ID</b>  Type: VARCHAR   Length: 6  Description: Transaction authorization number.  Hosted Payment Page equivalent: <b>vads_auth_number</b>  REST API equivalent: <b>transactionDetails.cardDetails.authorizationResponse.authorizationNumber</b>  E.g.: 3fc116</p>
19	<p><b>CAPTURE_DATE</b>  Type: DATE   Length: 8  Description: Date of sending to the requested bank.  Hosted Payment Page equivalent: <b>vads_presentation_date</b>  REST API equivalent: <b>transactionDetails.cardDetails.expectedCaptureDate</b>  E.g.: 20200107</p>
20	<p><b>TRANSACTION_STATUS</b>  Type: VARCHAR   Length: 255  Description: Status of the transaction.  Hosted Payment Page equivalent: <b>vads_trans_status</b>  REST API equivalent: <b>detailedStatus</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>ACCEPTED</b>: Verification transaction accepted.</li> <li>• <b>AUTHORISED</b> : The transaction is waiting for capture</li> <li>• <b>AUTHORISED_TO_VALIDATE</b> : The transaction must be validated</li> <li>• <b>CANCELLED</b> : The transaction has been canceled</li> <li>• <b>CAPTURED</b> : The transaction has been captured</li> <li>• <b>CAPTURED_FAILED</b> : Capture failed</li> <li>• <b>EXPIRED</b> : The transaction has not been validated and has expired</li> </ul>

Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>REFUSED</b> : The transaction has been declined</li> <li>• <b>UNDER_VERIFICATION</b> : Control in progress</li> <li>• <b>WAITING_AUTHORISATION</b> : The transaction is waiting for an authorization request or a pre-notification</li> <li>• <b>WAITING_AUTHORISATION_TO_VALIDATE</b> : The transaction is waiting for an authorization request and must be validated</li> </ul> <p>Note: If you are still using the "<i>TRANSACTION_STATUS (Deprecated)</i>" column, the following values are received:</p> <ul style="list-style-type: none"> <li>• <b>REFUSED</b> : The transaction has been declined</li> <li>• <b>TO_VALIDATE</b> : The transaction must be validated</li> <li>• <b>TO_CAPTURE</b> : The transaction is waiting for capture</li> <li>• <b>TO_CREDIT</b> : Credit transaction (refund) waiting for capture</li> <li>• <b>CANCELLED</b> : The transaction has been canceled</li> <li>• <b>CAPTURED</b> : The transaction has been captured</li> <li>• <b>EXPIRED</b> : The transaction has not been validated and has expired</li> <li>• <b>TO_VALIDATE_AND_AUTHORIZE</b> : The transaction is waiting for an authorization request and must be validated</li> <li>• <b>TO_AUTHORIZE</b> : The transaction is waiting for an authorization request</li> <li>• <b>TO_PRENOTIFY</b> : Transaction awaiting pre-notification</li> <li>• <b>ACCEPTED</b> : Verification transaction accepted</li> <li>• <b>REFUSED_CAPTURED</b> : Capture failed</li> </ul>
21	<p><b>RETURN_CONTEXT</b> 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"> <li>• Via the <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> fields of the payment form.</li> <li>• via the attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the REST API <b>metadata</b> object.</li> </ul> <p>Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Hosted Payment Page equivalent: <b>vads_order_info   vads_order_info2   vads_order_info3</b> REST API equivalent: <b>orderInfo   orderInfo2   orderInfo3</b> E.g.:</p> <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1  info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
22	<p><b>AUTORESPONSE_STATUS</b> 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"> <li>• <b>FAILED</b> : Failure of notification to the merchant server.</li> <li>• <b>SENT</b> : Notification sent to the merchant server.</li> <li>• <b>UNDEFINED</b> : An event has triggered the notification rule for end of payment but the URL is not configured.</li> </ul> <p>E.g.: SENT</p>
23	<p><b>ORDER_ID</b> Type: VARCHAR   Length: 255 Description: Order number generated by the merchant website. Hosted Payment Page equivalent: <b>vads_order_id</b> REST API equivalent: <b>orderDetails.orderId</b> E.g.: CX-1254</p>



Pos.	Description
24	<p><b>CUSTOMER_ID</b>  Type: VARCHAR   Length: 255  Description: Customer reference generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_cust_id</b>  REST API equivalent: <b>customer.reference</b>  E.g.: C2383333540</p>
25	<p><b>CUSTOMER_IP_ADDRESS</b>  Type: VARCHAR   Length: 255  Description: Buyer IP address.  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>customer.extraDetails.ipAddress</b>  E.g.: 185.244.73.2</p>
26	<p><b>ACCOUNT_SERIAL</b>  Description: Token followed by the potential subscription number, separated by a hyphen "-".  Hosted Payment Page equivalent: <b>vads_identifier "-" vads_subscription</b>  REST API equivalent: <b>paymentMethodToken "-" subscriptionId</b>  E.g.: 5fa8d3dede8f4c219c4652dfabe2bf55-20191106ANav0o</p>
27	<p><b>TRANSACTION_CONDITION</b>  Type: VARCHAR   Length: 255  Description: 3D Secure authentication result.  Hosted Payment Page equivalent: N/A  REST API equivalent:  <b>transactionDetails.cardDetails.threeDSResponse.authenticationResultData.transactionCondition</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>3D_SUCCESS</b> : The merchant and the cardholder have enabled 3D Secure and the card has been successfully authenticated.</li> <li>• <b>3D_FAILURE</b> : The merchant and the buyer have enabled 3D Secure but the authentication has failed.</li> <li>• <b>3D_ERROR</b> : The merchant has enabled 3D Secure but a technical issue has occurred.</li> <li>• <b>3D_NOTENROLLED</b> : The merchant has enabled 3D Secure but the buyer is not enrolled.</li> <li>• <b>3D_ATTEMPT</b> : The merchant and the cardholder have enabled 3D Secure but the cardholder was unable to authenticate.</li> <li>• <b>SSL</b>: The cardholder has not authenticated: <ul style="list-style-type: none"> <li>• either the card type is not supported by 3D Secure,</li> <li>• or the merchant or the cardholder has not enabled 3D Secure</li> </ul> </li> </ul> <p>E.g.: 3D_SUCCESS</p>
28	<p><b>CAVV_UCAF</b>  Type: VARCHAR   Length: 255  Description: 3D Secure transaction certificate.  Hosted Payment Page equivalent: <b>vads_threeds_cavv</b>  REST API equivalent: <b>transactionDetails.cardDetails.threeDSResponse.authenticationResultData.cavv</b>  E.g.: Q2F2dkNhdnZDYXZ2Q2F2dkNhdnY=</p>
29	<p><b>COMPLEMENTARY_INFO</b>  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: <b>vads_risk_control</b>  REST API equivalent: <b>transactionDetails.fraudManagement.riskControl</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>CARD_COUNTRY=XXX</b> : XXX corresponds to the country code in the Iso 3166 alpha-3 3166 format.</li> <li>• <b>MAESTRO=YES NO</b> : indicates if the used payment method is a Maestro card.</li> <li>• <b>CAS=YES NO</b> : indicates if the used payment method is a card with unconditional authorization.</li> <li>• <b>ECBL=YES NO</b> : indicates if the used payment method is an eCarte-Bleue card.</li> <li>• <b>CCC=YES NO</b> : indicates if an inconsistency between the country of the buyer, the payment method and the buyer's IP address has been detected.</li> </ul>

Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>BDOM</b> : Label of the bank that issued the payment method.</li> <li>• <b>PRODUCTCODE</b> : Card product.</li> <li>• <b>BANKCODE</b> : Bank code.</li> </ul> <p>E.g.: MAESTRO=NO ECBL=NO PRODUCTCODE=MDS</p>
30	<p><b>BANK_RESPONSE_CODE</b>  Type: VARCHAR   Length: 255  Description: Response code of the authorization request returned by the issuing bank.  Hosted Payment Page equivalent: <b>vads_auth_result</b>  REST API equivalent: <b>transactionDetails.cardDetails.authorizationResponse.authorizationResult</b>  Values: See chapter <a href="#">List of authorization return codes</a> on page 68.  E.g.: 00</p>
31	<p><b>3D_LS</b>  Type: VARCHAR   Length: 255  Description: 3D Secure payment guarantee.  Hosted Payment Page equivalent: <b>vads_warranty_result</b>  REST API equivalent: <b>transactionDetails.liabilityShift</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>YES</b>: Payment 3D Secure guaranteed.</li> <li>• <b>NO</b>: Payment 3D Secure not guaranteed.</li> <li>• <b>UNKNOWN</b>: Payment guarantee cannot be determined following a technical error.</li> </ul> <p>E.g.: YES</p>
32	<p><b>INFO_EXTRA</b>  Type: VARCHAR   Length: 255  Description: Populated with customizable fields allowing to add details to the confirmation e-mail sent to the merchant and in the IPN URL (<b>vads_ext_info_</b>).  Hosted Payment Page equivalent: <b>vads_ext_info</b>  REST API equivalent: <b>metadata</b>  E.g.:  If vads_ext_info_key1=value1 and vads_ext_info_key2=value2, INFO_EXTRA is populated as follows:  key1=value1 key2 = value2</p>

### File sample

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

You will find a sample file in the JT folder.

## 6.7. Customizing the report content

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 work in the **Workspace report settings** and then shift the modifications.

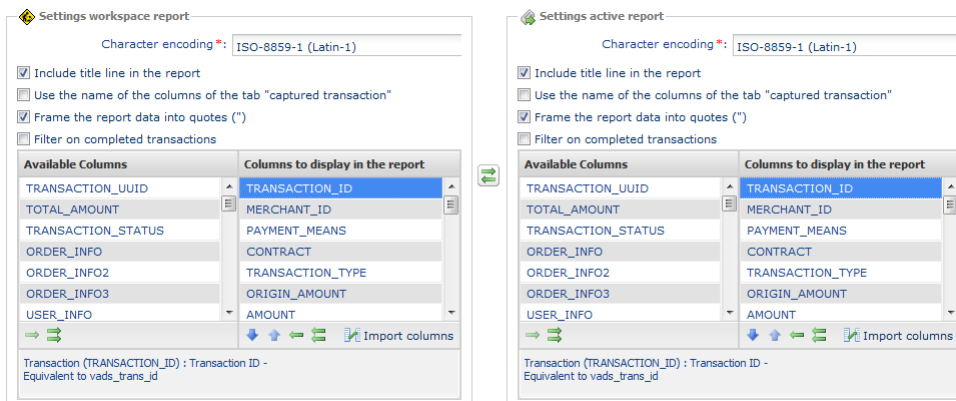



Figure 1: Workspace report settings and Active report settings

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.

### Configuring technical data

**To select the character encoding of the report:**

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) is the default value
  - UTF-8
3. Click **Save**.

**To choose 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
<b>in the smallest currency unit</b>	The amount is written as a positive integer. This is the default value.	€ 1,025.99 102599
<b>in currency unit</b>	The amount is written in decimal notation.	1,025.99

For currencies with no subdivision:

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

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**.

**In order to add/delete the Title record to/from the report:**

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Check or uncheck the checkbox **Include the title line in the report**.
3. Click **Save**.

*Note: once saved, the **Format and version** label of the **TITRE (Title)** record will be set to **TABLE\_V\_CUSTOM***

**In order to use the column titles of the Captured transactions tab:**

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

Examples: *TRANSACTION\_ID* becomes *Transaction*, *COMPLEMENTARY\_CODE* becomes *Risks*.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Check or uncheck the checkbox **Use the name of the columns of the tab "captured transaction"**.
3. Click **Save**.

**In order to enclose the report data in quotes:**

The addition of quotes allows to delimit data. Example: the value **978** becomes **"978"**.

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Check or uncheck the checkbox **Frame the report data into quotes (")**.
3. Click **Save**.

**In order to apply 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 (Canceled).

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









1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Check or uncheck the checkbox **Filter by completed transactions**.
3. Click **Save**.

## 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		Reverse the workspace report configuration and 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**.

### 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
<b>AUTH_DATE</b> Type: DATE   Length: 8 Description: Authorization date (YYYYMMDD). Hosted Payment Page equivalent: N/A REST API equivalent: <b>transactionDetails.cardDetails.authorizationResponse.authorizationDate</b> E.g.: 20200114
<b>CONTRIB</b> 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: <b>vads_contrib</b> REST API equivalent: <b>contrib</b> . E.g.: PrestaShop_1.5-1.7_1.12.0/1.7.6.2/7.1.32
<b>CUSTOMER_ADDRESS</b> Type: VARCHAR   Length: 255 Description: Buyer's address. Hosted Payment Page equivalent: <b>vads_cust_address</b> REST API equivalent: <b>customer.billingDetails.address</b> E.g.: Innovation Street
<b>CUSTOMER_CITY</b> Type: VARCHAR   Length: 255 Description: Buyer's city. Hosted Payment Page equivalent: <b>vads_cust_city</b> REST API equivalent: <b>customer.billingDetails.city</b> E.g.: Dijon
<b>CUSTOMER_COUNTRY</b>

Label / Description
<p>Type: VARCHAR   Length: 2            Description: Country code of the buyer (ISO 3166 alpha-2 standard).            Hosted Payment Page equivalent: <b>vads_cust_country</b>            REST API equivalent: <b>customer.billingDetails.country</b>            E.g.: FR for France</p>
<p><b>CUSTOMER_FIRSTNAME</b>            Type: VARCHAR   Length: 255            Description: Buyer's first name.            Hosted Payment Page equivalent: <b>vads_cust_first_name</b>            REST API equivalent: <b>customer.billingDetails.firstName</b>            E.g.: Emile</p>
<p><b>CUSTOMER_MAIL</b>            Type: VARCHAR   Length: 255            Description: Buyer's e-mail address.            Hosted Payment Page equivalent: <b>vads_cust_email</b>            REST API equivalent: <b>customer.email</b>            E.g.: sample@example.net</p>
<p><b>CUSTOMER_MOBILE_PHONE</b>            Type: VARCHAR   Length: 255            Description: Buyer's mobile phone.            Hosted Payment Page equivalent: <b>vads_cust_cell_phone</b>            REST API equivalent: <b>customer.billingDetails.cellPhoneNumber</b>            E.g.: 06123456789</p>
<p><b>CUSTOMER_NAME</b>            Type: VARCHAR   Length: 255            Description: Buyer's last name.            Hosted Payment Page equivalent: <b>vads_cust_last_name</b>            REST API equivalent: <b>customer.billingDetails.lastName</b>            E.g.: Gravier</p>
<p><b>CUSTOMER_NATIONAL_ID</b>            Type: VARCHAR   Length: 255            Description: Buyer's national identifier (CPF/CNPJ in Brazil).            Hosted Payment Page equivalent: <b>vads_cust_national_id</b>            REST API equivalent: <b>customer.billingDetails.identityCode</b>            E.g.: 12.345.678/0001-18</p>
<p><b>CUSTOMER_PHONE</b>            Type: VARCHAR   Length: 255            Description: Buyer's phone.            Hosted Payment Page equivalent: <b>vads_cust_phone</b>            REST API equivalent: <b>customer.billingDetails.phoneNumber</b>            E.g.: 0123456789</p>
<p><b>CUSTOMER_STATE</b>            Type: VARCHAR   Length: 255            Description: Buyer's state            Hosted Payment Page equivalent: <b>vads_cust_state</b>            REST API equivalent: <b>customer.billingDetails.state</b>            E.g.: Bourgogne-Franche-Comté</p>
<p><b>CUSTOMER_TITLE</b>            Type: VARCHAR   Length: 255            Description: Buyer's title.            Hosted Payment Page equivalent: <b>vads_cust_title</b>            REST API equivalent: N/A            E.g.: Madame</p>
<p><b>CUSTOMER_ZIP_CODE</b>            Type: VARCHAR   Length: 255            Description: Buyer's postal code.            Hosted Payment Page equivalent: <b>vads_cust_zip</b>            REST API equivalent: <b>customer.billingDetails.zipCode</b>            E.g.: 21000</p>
<p><b>ERROR_CODE</b></p>

Label / Description
<p>Type: NUMERIC   Length: 3            Description: Error details in case of declined payment.            Hosted Payment Page equivalent: <b>vads_payment_error</b>            REST API equivalent: N/A            E.g.: 149</p>
<p><b>LITIGES</b>            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"> <li>• <b>true</b> The chargeback reconciliation option for non-payments is enabled and a lawsuit has been filed concerning the transaction regardless of the dispute outcome</li> <li>• <b>false</b> The Chargeback reconciliation option for non-payments is enabled and no lawsuits have been filed concerning the transaction</li> <li>• <b>empty</b> The Chargeback reconciliation option for non-payments is not enabled</li> </ul> <p>E.g. : true</p>
<p><b>MATCH_STATUS</b>            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"> <li>• <b>MATCH_OK</b> : Reconciliation made</li> <li>• <b>MATCH_ANALYSE</b> : To be analyzed</li> <li>• <b>R_CHARGEBACK</b> : SEPA chargeback</li> </ul> <p>E.g.: MATCH_OK</p>
<p><b>NSU</b>            Type: NUMERIC   Length: 255            Description: Unique sequence number (Latin America).            Hosted Payment Page equivalent: <b>vads_authent_nsu</b>            REST API equivalent: N/A            E.g.: 000000000000200</p>
<p><b>ORDER_INFO</b>            Type: VARCHAR   Length: 255            Description: Context of buyer's purchase.            Hosted Payment Page equivalent: <b>vads_order_info</b>            REST API equivalent: <b>metadata: "info"</b>            E.g.: info1</p>
<p><b>ORDER_INFO2</b>            Type: VARCHAR   Length: 255            Description: Context of buyer's purchase.            Hosted Payment Page equivalent: <b>vads_order_info2</b>            REST API equivalent: <b>metadata: "info2"</b>            E.g.: info2</p>
<p><b>ORDER_INFO3</b>            Type: VARCHAR   Length: 255            Description: Context of buyer's purchase.            Hosted Payment Page equivalent: <b>vads_order_info3</b>            REST API equivalent: <b>metadata: "info3"</b>            E.g.: info3</p>
<p><b>ORIGIN_TRANSACTION_UUID</b>            Type: VARCHAR   Length: 32            Description: UUID of the initial transaction.</p>



Label / Description
<p>Hosted Payment Page equivalent: <b>N/A</b>  REST API equivalent: <b>parentTransactionUuid</b>  E.g.: e829f769c0e44794963a53d34c888d75</p>
<p><b>PAYMENT_MEANS_TOKEN</b>  Type: VARCHAR   Length: 255  Description: Token of the payment method.  Hosted Payment Page equivalent: <b>vads_identifier</b>  REST API equivalent: <b>paymentMethodToken</b>  E.g.: 16ef4cd4872b48b7bd008bd41f242e3e</p>
<p><b>PAYMENT_OPTION</b>  Type: VARCHAR   Length: 255  Description: Payment option selected during payment.  Hosted Payment Page equivalent: <b>vads_payment_option_code</b>  REST API equivalent: N/A  E.g.: W3063</p>
<p><b>REMITTANCE_DATE</b>  Type: DATE   Length: 8  Description: Capture date (YYYYMMDD).  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>captureResponse.captureDate</b>  E.g.: 20200116</p>
<p><b>REMITTANCE_NB</b>  Type: NUMERIC   Length: 6  Description: Capture number  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>captureResponse.captureFileNumber</b>  E.g.: 1234567</p>
<p><b>SEQUENCE_NUMBER</b>  Type: NUMERIC   Length: 3  Description: Installment payment sequence number.  Hosted Payment Page equivalent: <b>vads_sequence_number</b>  REST API equivalent: <b>transactionDetails.sequenceNumber</b>  E.g.: 1</p>
<p><b>SHIPPING_ADDRESS</b>  Type: VARCHAR   Length: 255  Description: Shipping address.  Hosted Payment Page equivalent: <b>vads_ship_to_street</b>  REST API equivalent: <b>customer.shippingDetails.address</b>  E.g.: Boulevard de la Croisette</p>
<p><b>SHIPPING_CITY</b>  Type: VARCHAR   Length: 255  Description: Shipping city.  Hosted Payment Page equivalent: <b>vads_ship_to_city</b>  REST API equivalent: <b>customer.shippingDetails.city</b>  E.g.: Cannes</p>
<p><b>SHIPPING_COUNTRY</b>  Type: VARCHAR   Length: 2  Description: Country shipping code (ISO 3166 alpha-2 standard).  Hosted Payment Page equivalent: <b>vads_ship_to_country</b>  REST API equivalent: <b>customer.shippingDetails.country</b>  E.g.: FR</p>
<p><b>SHIPPING_DISTRICT</b>  Type: VARCHAR   Length: 255  Description: Shipping district/area.  Hosted Payment Page equivalent: <b>vads_ship_to_district</b>  REST API equivalent: <b>customer.shippingDetails.district</b>  E.g.: Croisette</p>
<p><b>SHIPPING_NAME</b>  Type: VARCHAR   Length: 255  Description: Recipient's last name.</p>

Label / Description
<p>Hosted Payment Page equivalent: <b>vads_ship_to_name</b>  REST API equivalent: <b>customer.shippingDetails.lastName</b>  E.g.: Simon Jeremi</p>
<p><b>SHIPPING_PHONE</b>  Type: VARCHAR   Length: 255  Description: Recipient's phone.  Hosted Payment Page equivalent: <b>vads_ship_to_phone_num</b>  REST API equivalent: <b>customer.shippingDetails.phoneNumber</b>  E.g.: 06123456789</p>
<p><b>SHIPPING_STATE</b>  Type: VARCHAR   Length: 255  Description: Shipping state/region.  Hosted Payment Page equivalent: <b>vads_ship_to_state</b>  REST API equivalent: <b>customer.shippingDetails.state</b>  E.g.: Provence-Alpes-Côte d'Azur</p>
<p><b>SHIPPING_ZIP_CODE</b>  Type: VARCHAR   Length: 255  Description: Shipping zip code.  Hosted Payment Page equivalent: <b>vads_ship_to_zip</b>  REST API equivalent: <b>customer.shippingDetails.zipCode</b>  E.g.: 06400</p>
<p><b>SHOP_KEY</b>  Type: NUMERIC   Length: 8  Description: Shop ID  Hosted Payment Page equivalent: <b>vads_site_id</b>  REST API equivalent: <b>shopId</b>  E.g.: 12345678</p>
<p><b>SHOP_NAME</b>  Type: VARCHAR   Length: 255  Description: Shop reference  Hosted Payment Page equivalent: <b>vads_shop_name</b>  REST API equivalent: N/A  E.g.: At Laplo</p>
<p><b>TOTAL_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Total amount of the transaction.  Hosted Payment Page equivalent:  REST API equivalent: <b>orderDetails.orderTotalAmount</b>  E.g.: E.g.: 3000 for 30,00 EUR</p>
<p><b>TRANSACTION_ID_EXT</b>  Type: VARCHAR   Length: 255  Description: External transaction reference  Hosted Payment Page equivalent: <b>vads_ext_trans_id</b>  REST API equivalent: <b>transactionDetails.externalTransactionId</b>  E.g.: 1238885523</p>
<p><b>TRANSACTION_UUID</b>  Type: VARCHAR   Length: 32  Description: UUID (Universally Unique Identifier) - transaction identifier.  Hosted Payment Page equivalent: <b>vads_transaction_uuid</b>  REST API equivalent: <b>uuid</b>  E.g.: b7a6b9ec0a5546eebce0b0641aadf27b</p>
<p><b>USER_INFO</b>  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: <b>vads_user_info</b>  REST API equivalent: N/A  E.g.: jdupont</p>

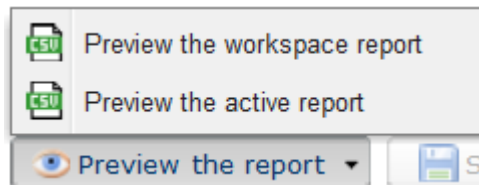
## **Previewing the transactions report**

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 situated at the bottom of the 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. BANK RECONCILIATION REPORT

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The bank reconciliation report is a workflow management tool. It allows the merchant to reconcile transactions performed on the payment gateway with the payments that appear on his/her bank statement.

### 7.1. Availability

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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 38).

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 38).

Reports are generated and sent by e-mail from 11 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 reports become available on the SFTP server immediately after synchronization at 1 p.m.

- **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 from 11 a.m.

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

To do this:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Bank 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.

#### **Note**

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 manually reconciled test transactions and did not reconcile any production transactions.

#### **Note on the test mode**

In order to obtain the reconciliation report in test mode, you must manually reconcile test transactions via your Expert Back Office:

1. From the **Captured transactions** tab, look for the relevant transaction.
2. Right-click the transaction.
3. Select **Manual reconciliation**.
4. Click **Yes** to confirm the manual reconciliation of the selected transaction.  
The **Comment** dialog box appears.
5. Enter a comment for this reconciliation.
6. Click **OK**.

## 7.2. Configuring the reception frequency

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1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Bank 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

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### To enable report delivery by e-mail:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Bank reconciliation report** tab.
2. In the **General Settings** section, click **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 **General Settings**, select the address of the recipient to delete.
2. Click **Delete**.
3. Click **Save**.

## 7.4. Configuring the delivery of empty reports

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By default, the payment gateway does not send empty files.

However, for technical reasons, the Merchant may need to retrieve a file (empty or not) daily.

To enable the sending of empty reports:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Bank reconciliation report** tab.
2. In **General Settings**, tick the **Send empty reports box (PRODUCTION mode only)**.
3. Click **Save**.

## 7.5. 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
<b>in the smallest currency unit</b>	The amount is written as a positive integer. This is the default value.	€ 1,025.99
<b>in currency unit</b>	The amount is written in decimal notation.	102599

For currencies with no subdivision:

Available formats for currencies with no subdivision	Description	Example
<b>in the smallest currency unit</b>	The amount is written as a positive integer. This is the default value.	41 025 ¥
<b>in currency unit</b>	The amount is written as a positive integer.	41025

To do so:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Bank reconciliation report** tab.
2. In the **Report settings** section, select the format from the **Amount format** drop-down list:
  - **in currency unit**
  - **in the smallest currency unit**
3. Click **Save**.

## 7.6. Naming rules

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

Nomenclature	Description
Code	<b>JRB</b>
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"><li>• 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 reconciled on the previous day. E.g.: 200112</li><li>• 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 reconciled during the previous week. E.g.: 20W02</li><li>• 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 reconciled during the previous month. E.g.: 20M01</li></ul>
Version	<b>V1 or V3</b>
Extension	<b>csv</b>

Filename example: JRB\_DEMO\_STORE\_70258842\_200107\_V1.csv

In test mode, the filename is always prefixed with **TEST\_**.

Example: TEST\_JRB\_DEMO\_STORE\_70258842\_200107\_V1.csv



## 7.7. V3 Format

### The « TITRE » record

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	The shop label, as defined in the Expert Back Office.	E.g.: DEMO Store
03	UTC date and time of dispatch in the ISO 8601 format	E.g.: 2017-12-15T16:53Z
04	Version	<b>TABLE_V3</b>

### The « ENTETE » (HEADER) and « DETAILS » records

Pos.	Description
01	<b>ENTETE</b> Type: VARCHAR   Length: 8 Description: Record code. Value: <b>MATCHING</b>
02	<b>MERCHANT_COUNTRY</b> 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.: <b>FR</b> for France.
03	<b>MERCHANT_ID</b> Type: VARCHAR   Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <b>0+</b> Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028
04	<b>CONTRACT</b> Type: VARCHAR   Length: 255 Description: Merchant ID number. Hosted Payment Page equivalent: <b>vads_contract_used</b> REST API equivalent: <b>transactionDetails.mid</b> E.g.: 0535875
05	<b>PAYMENT_DATE</b> Type: TIMESTAMP   Length: 17 Description: Date and time of the payment (ISO 8601 standard), in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 2020-01-07T13:33Z
06	<b>TRANSACTION_ID</b> Type: VARCHAR   Length: 6 Description: Transaction identifier. Hosted Payment Page equivalent: <b>vads_trans_id</b> REST API equivalent: <b>cardDetails.legacyTransId</b> E.g.: xrT15p
07	<b>ORIGIN_AMOUNT</b> 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.: 3000 for 30,00 EUR
08	<b>CURRENCY_CODE</b> Type: NUMERIC   Length: 3 Description: Numeric code of the currency (ISO 4217 standard).

Pos.	Description
	Hosted Payment Page equivalent: <b>vads_currency</b> REST API equivalent: <b>currency</b> E.g.: 978 for euro (EUR) (See chapter <a href="#">List of supported currencies</a> on page 73).
09	<b>PAYMENT_METHOD</b> Type: VARCHAR   Length: 255 Description: Payment method. Hosted Payment Page equivalent: <b>vads_card_brand</b> REST API equivalent: <b>transactionDetails.cardDetails.effectiveBrand</b> E.g.: <ul style="list-style-type: none"> <li>• <b>CB</b> : Payment by CB card.</li> <li>• <b>AMEX</b> : Payment by American Express card.</li> <li>• <b>PAYPAL</b> : Payment via a PayPal account.</li> <li>• <b>SDD</b> : Payment by SEPA direct debit.</li> </ul>
10	<b>ORDER_ID</b> Type: VARCHAR   Length: 255 Description: Order number generated by the merchant website. Hosted Payment Page equivalent: <b>vads_order_id</b> REST API equivalent: <b>orderDetails.orderId</b> E.g.: CX-1254
11	<b>RETURN_CONTEXT</b> 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"> <li>• Via the <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> fields of the payment form.</li> <li>• via the attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the REST API <b>metadata</b> object.</li> </ul> Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Hosted Payment Page equivalent: <b>vads_order_info</b>   <b>vads_order_info2</b>   <b>vads_order_info3</b> REST API equivalent: <b>orderInfo</b>   <b>orderInfo2</b>   <b>orderInfo3</b> E.g.: <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1  info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
12	<b>CUSTOMER_ID</b> Type: VARCHAR   Length: 255 Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent: <b>vads_cust_id</b> REST API equivalent: <b>customer.reference</b> E.g.: C2383333540
13	<b>OPERATION_TYPE</b> Type: VARCHAR   Length: 2 Description: Type of operation. Hosted Payment Page equivalent: <b>vads_operation_type</b> REST API equivalent: <b>operationType</b> Values: <ul style="list-style-type: none"> <li>• <b>DT</b> : Debit</li> <li>• <b>CT</b> : Credit</li> </ul> E.g.: DT
14	<b>OPERATION_NUMBER</b> Type: VARCHAR   Length: 0 Description: Operation sequence number. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: Always empty.

Pos.	Description
15	<p><b>REMITTANCE_DATE</b>  Type: TIMESTAMP   Length: 17  Description: Date and time (ISO 8601 standard) of the capture in UTC time zone.  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureDate</b>  E.g.: 2020-01-07T23:05Z</p>
16	<p><b>BRUT_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Gross amount of a captured transaction (expressed in the smallest currency unit).  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 3000 for 30,00 EUR</p>
17	<p><b>MATCH_STATUS</b>  Type: VARCHAR   Length: 255  Description: Reconciliation status.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Value: Always set to <b>MATCH_OK</b>.</p>
18	<p><b>REMITTANCE_NB</b>  Type: NUMERIC   Max length: 6  Description: Capture number.  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureFileNumber</b>  E.g.: 22</p>
19	<p><b>NET_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Net amount (expressed in the smallest currency unit) credited to the merchant account.  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 3000 for 30,00 EUR</p>
20	<p><b>COMMISSION_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Commission fee amount (expressed in the smallest currency unit).  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 3000 for 30,00 EUR</p>
21	<p><b>COMMISSION_CURRENCY</b>  Type: NUMERIC   Length: 6  Description: Numeric code (ISO 4217 standard) of the commission currency.  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 978 for euro (EUR) (See chapter <a href="#">List of supported currencies on page 73</a>).</p>
22	<p><b>INTERCHANGE</b>  Type: NUMERIC   Length: 13  Description: Amount of the exchange fees. Empty field if not provided by acquirer.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 3000 for 30,00 EUR</p>
23	<p><b>SCHEME_CHARGE_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Amount of the network commission. Empty field if not provided by acquirer.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 3000 for 30,00 EUR</p>
24	<p><b>BANK_CHARGE_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Amount of the bank commission. Empty field if not provided by acquirer.</p>

Pos.	Description
	Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
25	<p><b>CARD_NATURE</b> Type: VARCHAR   Length: 1 Description: Nature of the card. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> <li>• <b>P</b> : Consumer Card</li> <li>• <b>E</b> : Commercial Card</li> </ul> <p>E.g.: P</p>
26	<p><b>TRANSACTION_REGIONALITY</b> Type: VARCHAR   Length: 3 Description: Geographic area of the payment. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> <li>• <b>FRA</b> : Domestic</li> <li>• <b>UE</b> : Inside EU</li> <li>• <b>HUE</b> : Outside EU</li> </ul> <p>E.g.: FRA</p>
27	<p><b>CARD_HOLDER_COUNTRY_CODE</b> Type: VARCHAR   Length: 3 Description: Country code (ISO 3166 alpha-3 standard) of the card. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: FRA for France</p>
28	<p><b>CARD_SCHEME</b> Type: NUMERIC   Length: 1 Description: Card scheme. The field is empty if it is not transmitted by the acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values:</p> <ul style="list-style-type: none"> <li>• <b>1</b> : CB</li> <li>• <b>2</b> : VISA</li> <li>• <b>3</b> : MCI</li> <li>• <b>4</b> : ECI</li> <li>• <b>9</b> : Undetermined (CB or VISA)</li> </ul> <p>E.g.: 1</p>
29	<p><b>CARD_PRODUCT_CATEGORY</b> 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"> <li>• <b>C</b> : CREDIT</li> <li>• <b>D</b> : DEBIT</li> <li>• <b>P</b> : PREPAID</li> </ul> <p>E.g.: D</p>
30	<p><b>ACQ_INFOS</b> Type: VARCHAR   Length: 255 Description: Complementary information sent by the acquirer.</p>

Pos.	Description
	<p>Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:  <b>CardCategory=XX</b>  XX can take one of the following values:</p> <ul style="list-style-type: none"> <li>• HE : Card outside EU</li> <li>• CO : Intra-EU commercial card</li> <li>• DT : Intra-EU debit card</li> <li>• CT : Intra-EU credit card</li> <li>• UV : Intra-EU universal card (CB only)</li> <li>• NR : Intra-EU unregulated credit card</li> </ul> <p>E.g.: CardCategory=UV</p>
31	<p><b>TRANSACTION_UUID</b>  Type: VARCHAR   Length: 255  Description: Unique transaction ID.  Hosted Payment Page equivalent: <b>vads_trans_uuid</b>  REST API equivalent: <b>uuid</b>  E.g.: e078b7a6a01c494eae6afd52c4ea2bee</p>
32	<p><b>DATA_COMP_1</b>  Type: VARCHAR   Length: 255  Description: Unique Identifier (UUID) of the original transaction in case of refund or duplication.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 31c1d62734ef479f87cfd30bef8c7e01</p>
33	<p><b>DATA_COMP_2</b>  Type: TIMESTAMP   Length: 17  Description: Value date (ISO 8601 standard), in UTC time zone.  Hosted Payment Page equivalent: <b>vads_effective_creation_date</b>  REST API equivalent: <b>creationDate</b>  E.g.: 2020-01-10T23:00Z</p>
34	<p><b>DATA_COMP_3</b>  Type: NUMERIC   Length: 15  Description: Unique capture reference.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 000000002200001</p>
35	<p><b>DATA_COMP_4</b>  Type: VARCHAR   Length: 255  Description: Token or Unique Mandate Reference in case of a SEPA payment.  Hosted Payment Page equivalent: <b>vads_identifier</b>  REST API equivalent: <b>paymentMethodToken</b>  E.g.: d413bdbf0071390ce332d0acd977f270</p>
36	<p><b>DATA_COMP_5</b>  Type: VARCHAR   Length: 255  Description: End-to-End Identification.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: L00893307901</p>
37	<p><b>DATA_COMP_6</b>  Type: VARCHAR   Length: 255  Description: Buyer's legal name or last name.  Set to the value of the <b>vads_cust_legal_name</b> field associated with the token.  Otherwise, set to the value of the <b>vads_cust_first_name</b> and <b>vads_cust_last_name</b> fields associated with the token, separated by a space character.  Hosted Payment Page equivalent: <b>vads_cust_legal_name</b> if applicable, otherwise <b>vads_cust_first_name + vads_cust_last_name</b>.  REST API equivalent: <b>customer.billingDetails.firstName + customer.billingDetails.lastName</b></p>

Pos.	Description
	<p>E.g.:</p> <ul style="list-style-type: none"> <li>The Company</li> <li>Jean Dupont</li> </ul>
38	<p><b>DATA_COMP_7</b>  Type: TIMESTAMP   Length: 17  Description:  <ul style="list-style-type: none"> <li>Date and time (ISO 8601 standard) in UTC time zone of the capture requested by the merchant for a payment by card.</li> <li>Date and time (ISO 8601 standard) in UTC time zone of the funds transfer for a SEPA payment.</li> </ul> Hosted Payment Page equivalent: <b>vads_presentation_date</b>  REST API equivalent: <b>transactionDetails.cardDetails.expectedCaptureDate</b>  E.g.: 2020-01-10T23:00Z</p>
39	<p><b>DATA_COMP_8</b>  Type: VARCHAR   Length: 255  Description: SEPA Creditor Identifier of the company. Always populated in case of a SEPA payment.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: FR12ZZZ123456</p>
40	<p><b>DATA_COMP_9</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
41	<p><b>DATA_COMP_10</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
42	<p><b>DATA_COMP_11</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
43	<p><b>DATA_COMP_12</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
44	<p><b>DATA_COMP_13</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
45	<p><b>DATA_COMP_14</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
46	<p><b>DATA_COMP_15</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
47	<p><b>DATA_COMP_16</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
48	<p><b>DATA_COMP_17</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
49	<p><b>DATA_COMP_18</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
50	<p><b>DATA_COMP_19</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>
51	<p><b>DATA_COMP_20</b>  Type: VARCHAR   Length: 255  Description: Reserved for future use</p>

## The "FIN" record

Pos.	Description	Values
01	Record code	FIN

### File sample

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

You will find a sample file in the JRB folder.

## 8. 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.

### 8.1. Availability

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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 48).

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 50).

Reports are generated and sent by e-mail between 3 and 4 p.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 reports become available on the SFTP server after synchronization at 7 a.m. on the next day.

- **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 3 and 4 p.m.

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

To do this:

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.

#### **Note**

The chargeback reconciliation report is not available in test mode.

The returned information concerns the production report in particular.

### 8.2. Configuring the reception frequency

---

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select 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**.

## 8.3. Configuring reception by e-mail

---

### To enable report delivery by e-mail:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Chargeback reconciliation report** tab.
2. In the **General Settings** section, click **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 **General Settings**, select the address of the recipient to delete.
2. Click **Delete**.
3. Click **Save**.

## 8.4. Configuring the delivery of empty reports

---

By default, the payment gateway does not send empty files.

However, for technical reasons, the Merchant may need to retrieve a file (empty or not) daily.

To enable the sending of empty reports:

1. In your Expert Back Office, open the **Settings > Shop > Reports** menu and select the **Chargeback reconciliation report** tab.
2. In **General Settings**, tick the **Send empty reports box (PRODUCTION mode only)**.
3. Click **Save**.

## 8.5. Naming rules

---

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

Nomenclature	Description
Code	<b>JRI</b>
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"><li>• 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</li><li>• 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</li><li>• 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</li></ul>
Version	<b>V1</b>
Extension	<b>csv</b>

Filename example: JRI\_DEMO\_STORE\_70258842\_200109\_V1.csv

The JRI is not available in TEST mode.

## 8.6. V1 Format

---

### The « TITRE » record

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	The shop label, as defined in the Expert Back Office.	E.g.: DEMO Store
03	Sent on (YY/MM/DD)	<b>1/20/2014</b>
04	Version	<b>V1</b>
05	File description	LES IMPAYÉS RAPPROCHÉS DU JOUR

### The « ENTETE » (HEADER) and « DETAILS » records

Pos.	Description
01	<b>ENTETE</b> Type: VARCHAR   Length: 6 Description: Record code. Value: <b>DETAIL</b>
02	<b>MERCHANT_COUNTRY</b> 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.: <b>FR</b> for France.
03	<b>MERCHANT_ID</b> Type: VARCHAR   Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <b>0+</b> Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028
04	<b>CONTRACT</b> Type: VARCHAR   Length: 255 Description: Merchant ID number. Hosted Payment Page equivalent: <b>vads_contract_used</b> REST API equivalent: <b>transactionDetails.mid</b> E.g.: 0535875
05	<b>PAYMENT_DATE</b> Type: DATE   Length: 8 Description: Date and time of the payment. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 20200107
06	<b>TRANSACTION_ID</b> Type: VARCHAR   Length: 6 Description: Transaction identifier. Hosted Payment Page equivalent: <b>vads_trans_id</b> REST API equivalent: <b>cardDetails.legacyTransId</b> E.g.: xrT15p
07	<b>OPERATION_TYPE</b> Type: VARCHAR   Length: 1 Description: Type of operation. Hosted Payment Page equivalent: <b>vads_operation_type</b> REST API equivalent: <b>operationType</b> Values: <ul style="list-style-type: none"><li><b>D</b> : Debit (purchase receipt)</li></ul>

Pos.	Description
	<ul style="list-style-type: none"> <li><b>C</b> : Credit (credit receipt)</li> </ul> E.g.: D
08	<b>SOURCE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Gross amount of the receipt. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
09	<b>SIRET</b> 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
10	<b>UNPAID_NB</b> 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
11	<b>UNPAID_CODE</b> Description: Code of the chargeback reason. Always empty for transactions made within the GATECONEX network. Always set to <b>45</b> for transactions made within the CB network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 45 (See <a href="#">Table of reasons for chargeback</a> on page 78)
12	<b>CURRENCY_CODE</b> Type: NUMERIC   Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Page equivalent: <b>vads_currency</b> REST API equivalent: <b>currency</b> E.g.: 978 for euro (EUR) (See chapter <a href="#">List of supported currencies</a> on page 73).
13	<b>CONTRACT_TYPE</b> Description: MID type. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <ul style="list-style-type: none"> <li><b>3</b> : payment made on one of the following networks: CB, SEPA, AMEX, PPRO, GATECONEX.</li> <li>empty: payment made within the network PAYPAL</li> </ul> E.g.: 3
14	<b>POS_NB</b> Type: NUMERIC   Length: 8 Description: Number of the point of sale. Hosted Payment Page equivalent: <b>vads_site_id</b> REST API equivalent: <b>shopId</b> Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. E.g.: 12345678
15	<b>REMITTANCE_DATE</b> Description: Capture date. Hosted Payment Page equivalent: N/A REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureDate</b> E.g.: 20200107
16	<b>EXCHANGE_AMOUNT</b>

Pos.	Description
	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.: 3000 for 30,00 EUR
17	<b>VALUE_DATE</b> Description: Value date. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114
18	<b>UNPAID_AMOUNT</b> 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.: 3000 for 30,00 EUR
19	<b>EXCHANGE_UNPAID_AMOUNT</b> 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.: 3000 for 30,00 EUR
20	<b>EXCHANGE_CURRENCY_CODE</b> 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 <a href="#">List of supported currencies</a> on page 73).
21	<b>CHARGED_BANK_CODE</b> Type: NUMERIC   Length: 5 Description: Bank code to apply. 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.: 14707
22	<b>CHARGED_COUNTER</b> 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
23	<b>CHARGED_ACCOUNT</b> 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.

Pos.	Description
	Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 01234567890
24	<b>CHARGED_ADMIN_ACCOUNT</b> 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
25	<b>PBA_REMIT_NB</b> 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
26	<b>MATCH_STATUS</b> Description: Chargeback reconciliation status. Values: <ul style="list-style-type: none"> <li>• <b>MATCH_OK</b> : Reconciliation made</li> <li>• <b>MATCH_ANALYSE</b> : To be analyzed</li> <li>• <b>R_CHARGEBACK</b> : SEPA chargeback</li> </ul> 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
27	<b>CUSTOMER_ID</b> Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent: <b>vads_cust_id</b> REST API equivalent: <b>customer.reference</b> Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. E.g.: C2383333540
28	<b>ORDER_ID</b> Description: Order number generated by the merchant website. Hosted Payment Page equivalent: <b>vads_order_id</b> REST API equivalent: <b>orderDetails.orderId</b> E.g.: CX-1254
29	<b>RETURN_CONTEXT</b> 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"> <li>• Via the <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> fields of the payment form.</li> <li>• via the attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the REST API <b>metadata</b> object.</li> </ul> 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: <b>vads_order_info</b>   <b>vads_order_info2</b>   <b>vads_order_info3</b> REST API equivalent: <b>orderInfo</b>   <b>orderInfo2</b>   <b>orderInfo3</b> E.g.:

Pos.	Description
	<ul style="list-style-type: none"> <li>info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>info1  info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
30	<p><b>TRANSACTION_STATUS</b>  Description: Status of the transaction.  Hosted Payment Page equivalent: <b>vads_trans_status</b>  REST API equivalent: <b>detailedStatus</b>  Values:</p> <ul style="list-style-type: none"> <li><b>REFUSED</b> : The transaction has been declined</li> <li><b>TO_VALIDATE</b> : The transaction must be validated</li> <li><b>TO_CAPTURE</b> : The transaction is waiting for capture</li> <li><b>TO_CREDIT</b> : Credit transaction (refund) waiting for capture</li> <li><b>CANCELLED</b> : The transaction has been canceled</li> <li><b>CAPTURED</b> : The transaction has been captured</li> <li><b>EXPIRED</b> : The transaction has not been validated and has expired</li> <li><b>TO_VALIDATE_AND_AUTHORIZER</b> : The transaction is waiting for an authorization request and must be validated</li> <li><b>TO_AUTHORIZER</b> : The transaction is waiting for an authorization request</li> <li><b>TO_PRENOTIFY</b> : Transaction awaiting pre-notification</li> <li><b>ACCEPTED</b> : Verification transaction accepted</li> <li><b>REFUSED_CAPTURED</b> : Capture failed</li> </ul> <p>E.g.: CAPTURED</p>
31	<p><b>CURRENT_AMOUNT</b>  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.: 3000 for 30,00 EUR</p>
32	<p><b>ORIGIN_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Initial transaction amount  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 3000 for 30,00 EUR</p>
33	<p><b>CARD_TYPE</b>  Description: Card type.  Hosted Payment Page equivalent: <b>vads_card_brand</b>  REST API equivalent: <b>transactionDetails.cardDetails.effectiveBrand</b>  E.g.:</p> <ul style="list-style-type: none"> <li><b>CB</b> : Payment by CB card.</li> <li><b>AMEX</b> : Payment by American Express card.</li> <li><b>PAYPAL</b> : Payment via a PayPal account.</li> <li><b>SDD</b> : Payment by SEPA direct debit.</li> </ul>
34	<p><b>CHARGED_CARD_TYPE</b>  Description: Type of chargeback.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Value: always empty.</p>
35	<p><b>UNPAID_SETTLE_DATE</b>  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.</p>



Pos.	Description
	Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114
36	<b>UNPAID_DOC_REASON</b> 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.:
37	<b>UNPAID_DOC_DATE</b> 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

### The “FIN” record

Pos.	Description	Values
01	Record code	<b>FIN</b>

### File sample

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

You will find a sample file in the JRI folder.

## 9. FINANCIAL RECONCILIATION REPORT

---

The financial reconciliation log is a flow management tool. It allows the merchant to reconcile the completed payments, refunds, chargebacks, fees and various other operations.

### 9.1. Availability

---

The reports are made available only via the SFTP space.

They are automatically generated and do not require any activation by the merchant.

The files are deposited in the **/log** directory of the SFTP space provided by the payment gateway.

The reports are generated and available on the SFTP server from 9 p.m.

### 9.2. Naming rules

---

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

Nomenclature	Description
Shop ID	The 8-digit shop identifier as it was defined in the Expert Back Office E.g.: 12345678
Code	<b>JRFI</b>
Version	<b>V1</b>
LyraCollect Client Code	E.g.: CL889532
Shop reference	The shop name in capital letters, as defined in the Expert Back Office. Potential space characters are replaced by the “_” character.
Currency code	<b>EUR</b>
Wire transfer reference	E.g.: 19100253200018
Extension	<b>csv</b>

Filename example: 70258842\_JRFI\_V1\_CL889532\_CLIENT\_DEMO\_EUR\_19100253200018.csv

The financial reconciliation report is not available in TEST mode.

## 9.3. V1 Format

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### The « TITRE » record

The **TITRE** record contains the wire transfer details. It is populated as follows:

Pos.	Description
01	<b>RECORD_CODE</b> Type: VARCHAR   Length: 5 Description: Record code. Value: <b>TITRE</b>
02	<b>RECORD_DATE</b> Type: TIMESTAMP   Length: 17 Description: UTC date and time of dispatch in the ISO 8601 format. E.g.: 2020-01-15T16:53Z
03	<b>Version</b> Type: VARCHAR   Length: 255 Description: Version of the reconciliation report. E.g.: TABLE_JRFI_V1
04	<b>ENTITY_CODE</b> Type: VARCHAR   Length: 255 Description: Lyra Collect Customer Code. E.g.: CLXXXXXX
05	<b>ACTIVITY</b> Type: VARCHAR   Length: 255 Description: 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
06	<b>CURRENCY</b> Type: VARCHAR   Length: 3 Description: Currency code. Value: EUR
07	<b>WIRE_IBAN</b> Type: VARCHAR   Length: 255 Description: IBAN that received the wire transfer. E.g.: FR76XXXXXXXXXXXXXXXXXXXX3739
08	<b>WIRE_REFERENCE</b> Type: VARCHAR   Length: 255 Description: Wire transfer reference. E.g.: LYRA COLLECT 19100253200018
09	<b>WIRE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Wire transfer amount. E.g.: 3000 for 30,00 EUR
10	<b>WIRE_EXECUTION_DATE</b> Type: DATE   Length: 10 Description: Date of the wire transfer. E.g.: 10/23/2019

### The « ENTETE » (HEADER) and « DETAILS » records

Pos.	Description
01	<b>RECORD_CODE</b> Type: VARCHAR   Length: 6 Description: Record code. Value: <b>DETAIL</b>
02	<b>TYPE_OPERATION</b> Type: VARCHAR   Length: 255 Description: Operation reference.

Pos.	Description
	<p>Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>DEBIT</b> : Payment</li> <li>• <b>REFUND</b> : Refund</li> <li>• <b>CHARGEBACK</b> : Chargeback</li> <li>• <b>TRANSFERT_INT</b> : Internal transfer between a sub-merchant and a MarketPlace agent</li> <li>• <b>OTHER_OPERATIONS</b> : Other operations (chargeback dispute, chargeback refund etc.)</li> </ul> <p>E.g.: DEBIT</p>
03	<p><b>OPERATION_TYPE</b>  Type: VARCHAR   Length: 2  Description: Operation code.  Hosted Payment Page equivalent: <b>vads_operation_type</b>  REST API equivalent: <b>operationType</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>DT</b> : Debit</li> <li>• <b>CT</b> : Credit</li> </ul> <p>E.g.: DT</p>
04	<p><b>ORDER_ID</b>  Type: VARCHAR   Length: 255  Description: Order number generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_order_id</b>  REST API equivalent: <b>orderDetails.orderId</b>  E.g.: CX-1254</p>
05	<p><b>CUSTOMER_ID</b>  Type: VARCHAR   Length: 255  Description: Customer reference generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_cust_id</b>  REST API equivalent: <b>customer.reference</b>  E.g.: C2383333540</p>
06	<p><b>MERCHANT_COUNTRY</b>  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.: <b>FR</b> for France.</p>
	<p><b>ORIGIN_AMOUNT</b>  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.: 3000 for 30,00 EUR</p>
08	<p><b>ORIGIN_CURRENCY_CODE</b>  Type: VARCHAR   Length: 3  Description: Numeric code of the currency (ISO 4217 standard).  Hosted Payment Page equivalent: <b>vads_currency</b>  REST API equivalent: <b>currency</b>  E.g.: EUR</p>
09	<p><b>MERCHANT_ID</b>  Type: VARCHAR   Length: 255  Description: Legal identifier of the company.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Value:  <b>O+</b>Legal Identifier  (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements))</p>

Pos.	Description
	E.g.: 045251785700028
10	<p><b>CONTRACT</b>  Type: VARCHAR   Length: 255  Description: Merchant ID number.  Hosted Payment Page equivalent: <b>vads_contract_used</b>  REST API equivalent: <b>transactionDetails.mid</b>  E.g.: 0535875</p>
11	<p><b>PAYMENT_DATE</b>  Type: TIMESTAMP   Length: 17  Description: Date and time of the payment (ISO 8601 standard), in UTC time zone.  Hosted Payment Page equivalent: <b>vads_effective_creation_date</b>  REST API equivalent: <b>creationDate</b>  E.g.: 2020-01-07T13:33Z</p>
12	<p><b>TRANSACTION_ID</b>  Type: VARCHAR   Length: 255  Description: Transaction identifier.  Hosted Payment Page equivalent: <b>vads_trans_id</b>  REST API equivalent: <b>cardDetails.legacyTransId</b>  E.g.: xrT15p</p>
13	<p><b>OPERATION_NUMBER</b>  Type: VARCHAR   Length: 255  Description: Number of the transaction sequence for payments in installments or split payments.  Empty for single payments.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 2</p>
14	<p><b>TRANSACTION_UUID</b>  Type: VARCHAR   Length: 255  Description: Unique transaction ID.  Hosted Payment Page equivalent: <b>vads_trans_uuid</b>  REST API equivalent: <b>uuid</b>  E.g.: e078b7a6a01c494eae6afd52c4ea2bee</p>
15	<p><b>PAYMENT_METHOD</b>  Type: VARCHAR   Length: 255  Description: Payment method.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.:</p> <ul style="list-style-type: none"> <li>• <b>MANDATE</b> : Payment by SEPA direct debit</li> <li>• <b>CARD</b> : Payment by credit card</li> <li>• <b>ELECTRONIC_MONEY</b> : Payment by wallet (PayPal, Alipay, etc.)</li> <li>• <b>CREDIT_TRANSFERT</b> : Wire transfer (Sofort, iDeal, etc.)</li> </ul>
16	<p><b>CARD_SCHEME</b>  Type: VARCHAR   Length: 1  Description: Card scheme. The field is empty if it is not transmitted by the acquirer.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>1</b> : CB</li> <li>• <b>2</b> : VISA</li> <li>• <b>3</b> : MCI</li> <li>• <b>4</b> : ECI</li> <li>• <b>9</b> : Undetermined (CB or VISA)</li> </ul> <p>E.g.: 1</p>
17	<b>CARD_NATURE</b>

Pos.	Description
	<p>Type: VARCHAR   Length: 1            Description: Nature of the card. Empty field if not provided by acquirer.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            Values:</p> <ul style="list-style-type: none"> <li>• <b>P</b> : Consumer Card</li> <li>• <b>E</b> : Commercial Card</li> </ul> <p>E.g.: P</p>
18	<p><b>CARD_PRODUCT_CATEGORY</b>            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"> <li>• <b>C</b> : CREDIT</li> <li>• <b>D</b> : DEBIT</li> <li>• <b>P</b> : PREPAID</li> </ul> <p>E.g.: D</p>
19	<p><b>CARD_HOLDER_COUNTRY_CODE</b>            Type: VARCHAR   Length: 3            Description: Country code (ISO 3166 alpha-3 standard) of the card. Empty field if not provided by acquirer.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            E.g.: FRA for France</p>
20	<p><b>TRANSACTION_REGIONALITY</b>            Type: VARCHAR   Length: 255            Description: Geographic area of the payment. Empty field if not provided by acquirer.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            Values:</p> <ul style="list-style-type: none"> <li>• <b>FRA</b> : Domestic</li> <li>• <b>UE</b> : Inside EU</li> <li>• <b>HUE</b> : Outside EU</li> </ul> <p>E.g.: FRA</p>
21	<p><b>REMITTANCE_DATE</b>            Type: TIMESTAMP   Length: 17            Description: Date and time (ISO 8601 standard) of the capture in UTC time zone.            Hosted Payment Page equivalent: N/A            REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureDate</b>            E.g.: 2020-01-07T23:05Z</p>
22	<p><b>REMITTANCE_NB</b>            Type: VARCHAR   Length: 255            Description: Capture number.            Hosted Payment Page equivalent: N/A            REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureFileNumber</b>            E.g.: 22</p>
23	<p><b>CAPTURE_DATE</b>            Type: TIMESTAMP   Length: 17            Description: Date and time (ISO 8601 standard) of dispatch at the requested bank.            Hosted Payment Page equivalent: <b>vads_presentation_date</b>            REST API equivalent: <b>transactionDetails.cardDetails.expectedCaptureDate</b>            E.g.: 2020-01-07T23:05Z</p>
24	<p><b>BRUT_AMOUNT</b>            Type: NUMERIC   Length: 13            Description: Gross amount of a captured transaction (expressed in the smallest currency unit).            Hosted Payment Page equivalent: N/A</p>

Pos.	Description
	REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
25	<b>NET_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Net amount (expressed in the smallest currency unit) credited to the merchant account. Specified only if the reconciliation is performed automatically and if the acquirer transmits the information. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
26	<b>SETTLEMENT_CURRENCY</b> Type: VARCHAR   Length: 3 Description: Numeric currency code of the capture (ISO 4217 standard). Hosted Payment Page equivalent: <b>vads_currency</b> REST API equivalent: <b>currency</b> E.g.: EUR
27	<b>VALUE_DATE</b> Type: DATE   Length: 10 Description: Value date in YYYY-MM-DD format. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 1/14/2020
28	<b>COMMISSION_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Pre-tax amount of the acquirer's commission. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
29	<b>INTERCHANGE_CHARGE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of the exchange fees. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
30	<b>SCHEME_CHARGE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of the network commission. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
31	<b>BANK_CHARGE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of acquirer's fees. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
32	<b>WIRE_REFERENCE</b> Type: VARCHAR   Length: 255 Description: Wire transfer reference. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: LYRA_COLLECT_xxxxx
33	<b>WIRE_IBAN</b> Type: VARCHAR   Length: 255 Description: IBAN that received the wire transfer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: FR76XXXXXXXXXXXXXXXXXXXX3739
34	<b>WIRE_EXECUTION_DATE</b> Type: DATE   Length: 10 Description: Date of wire transfer execution in YYYY-MM-DD format.

Pos.	Description
	Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 1/16/2020
35	<b>ORIGINAL_TRANSACTION_UUID</b> Type: VARCHAR   Length: 255 Description: Unique ID of the initial transaction. UUID of the initial transaction in case of refund. Hosted Payment Page equivalent: N/A REST API equivalent: <b>transactionDetails.parentTransactionUuid</b> E.g.: 31c1d62734ef479f87cfd30bef8c7e01
36	<b>CHARGEBACK_REASON</b> Type: VARCHAR   Length: 255 Description: Reasons for chargeback. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 45 (See <a href="#">Table of reasons for chargeback</a> on page 78).
37	<b>MKP_OPERATOR_SALES_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of sales by the operator. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
38	<b>MKP_OPERATOR_FEE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of operator's commission. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 3000 for 30,00 EUR
39	<b>DATA_COMP_1</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
40	<b>DATA_COMP_2</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
41	<b>DATA_COMP_3</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
42	<b>DATA_COMP_4</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
43	<b>DATA_COMP_5</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
44	<b>DATA_COMP_6</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
45	<b>DATA_COMP_7</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
46	<b>DATA_COMP_8</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
47	<b>DATA_COMP_9</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
48	<b>DATA_COMP_10</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
49	<b>DATA_COMP_11</b>



Pos.	Description
	Type: VARCHAR   Length: 255 Description: Reserved for future use
50	<b>DATA_COMP_12</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
51	<b>DATA_COMP_13</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
52	<b>DATA_COMP_14</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
53	<b>DATA_COMP_15</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
54	<b>DATA_COMP_16</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
55	<b>DATA_COMP_17</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
56	<b>DATA_COMP_18</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
57	<b>DATA_COMP_19</b> Type: VARCHAR   Length: 255 Description: Reserved for future use
58	<b>DATA_COMP_20</b> Type: VARCHAR   Length: 255 Description: Reserved for future use

### The “FIN” record

Indicates the number of the DETAIL record lines and specifies the different totals that allow to justify the amount of the wire transfer.

Pos.	Description
01	<b>RECORD_CODE</b> Type: VARCHAR   Length: 3 Description: Record code Value: <b>FIN</b>
02	<b>LINES_NUMBER</b> Type: VARCHAR   Length: 255 Description: Number of the detail record lines. E.g.: 5
03	<b>SALES_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Sales amount. E.g.: 3000 for 30,00 EUR
04	<b>CHARGEBACK_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Chargeback amount. E.g.: 3000 for 30,00 EUR
05	<b>REFUND_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Refund amount. E.g.: 3000 for 30,00 EUR
06	<b>FEES_TTC_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Post-tax amount of Lyra Collect commissions.

Pos.	Description
	E.g.: 3000 for 30,00 EUR
07	<b>FEES_HT_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Pre-tax amount of Lyra Collect commissions. E.g.: 3000 for 30,00 EUR
08	<b>FEES_VAT_AMOUNT</b> Type: NUMERIC   Length: 13 Description: VAT amount of Lyra Collect commissions. E.g.: 3000 for 30,00 EUR
09	<b>LITIGATION_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of disputes. E.g.: 3000 for 30,00 EUR
10	<b>HOLDBACK_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Amount of security deposits. E.g.: 3000 for 30,00 EUR
11	<b>MISC_OPERATIONS_AMOUNT</b> Type: NUMERIC   Length: 13 Amount of miscellaneous operations (chargeback refund or new chargeback presentation). E.g.: 3000 for 30,00 EUR
12	<b>MKP_OPERATOR_SALES_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Operator's own sales amount (for MarketPlace agents). E.g.: 3000 for 30,00 EUR
13	<b>MKP_OPERATOR_FEE_AMOUNT</b> Type: NUMERIC   Length: 13 Description: Operator's own commission amount (for MarketPlace agents). E.g.: 3000 for 30,00 EUR

### File sample

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

You will find a sample file in the JRFI folder.

## 10. REISSUING A REPORT

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1. From 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.

## 11. 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.

### 11.1. List of authorization return codes

Codes returned by the **CB** and **Paylib** network:

Value	Description	Value	Description
00	Approved or successfully processed transaction	43	Stolen card
02	Contact the card issuer	51	Insufficient balance or exceeded credit limit
03	Invalid acceptor	54	Expired card
04	Keep the card	55	Incorrect secret code
05	Do not honor	56	Card absent from the file
07	Keep the card, special conditions	57	Transaction not allowed for this cardholder
08	Confirm after identification	58	Transaction not allowed for this cardholder
12	Incorrect Transaction Code	59	Suspected fraud
13	Incorrect Transaction Amount	60	The acceptor of the card must contact the acquirer
14	Invalid cardholder number	61	Withdrawal limit exceeded
15	Unknown issuer	63	Security rules unfulfilled
17	Canceled by the buyer	68	Response not received or received too late
19	Retry later	75	Number of attempts for entering the secret code has been exceeded
20	Incorrect response (error on the domain server)	76	The cardholder is already blocked, the previous record has been saved
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	Revocation of recurring payment for the card of a specific Merchant or for the MCC and the card
27	File update edit error	83	Revocation of all recurring payments for the card
28	Denied access to file	90	Temporary shutdown
29	Unable to update	91	Unable to reach the card issuer
30	Format error	94	Duplicate transaction
31	Unknown acquirer company ID	96	System malfunction
33	Expired card	97	Overall monitoring timeout
34	Suspected fraud	98	Server not available, new network route requested
38	Expired card	99	Initiator domain incident
41	Lost card		

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
22	Suspected Malfunction
23	Unacceptable Transaction Fee
24	File Update Not Supported

Code	Description
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
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

Code	Description
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

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
99	Error in PAC encryption detected

Codes returned on 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 on 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"> <li>• The partial refund amount must be less than or equal to the original transaction amount.</li> <li>• The partial refund must be the same currency as the original transaction.</li> <li>• This transaction has already been fully refunded.</li> <li>• You are over the time limit to perform a refund on this transaction (60 days).</li> </ul>
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 <a href="#">PayPal Customer Service</a> .



## 11.2. List of supported currencies

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Currency	ISO 4217 encoding	Number of digits after the decimal point
Canadian Dollar (CAD)	124	2
Danish Crown (DKK)	208	2
Japanese Yen (JPY)	392	0
Norwegian Crown (NOK)	578	2
Pound Sterling (GBP)	826	2
US Dollar (USD)	840	2
Euro (EUR)	978	2
Polish Zloty (PLN)	985	2

## 11.3. List of error codes (ERROR\_CODE)

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Code	Message
1	Transaction not found.
2	Transaction not found.
3	This action has not been authorized for a transaction with the {0} 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	POS 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).
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.

Code	Message
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) was closed on {0}.
53	The POS {0} was closed on {1}.
54	This parameter that was rejected may include sensitive data {0}.
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 1 EUR (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.
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 {0} with the order number {1} 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) {0} 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.

Code	Message
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.
130	Out of credit.
131	Insufficient balance.
136	The derivative transactions have been refused without for the initial transaction.
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.

Code	Message
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 lower than the authorized minimum amount (minimum={0} {1}).
160	It is impossible to refund the transaction {0} 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.
187	In order to refund the transaction, please contact RBM at <a href="mailto:solicitudes@rbm.com.co">solicitudes@rbm.com.co</a> .
188	In order to refund the transaction, please contact Credibanco at <a href="mailto:atrecom@credibanco.com">atrecom@credibanco.com</a> .
189	In order to refund the transaction, please contact Davivienda at <a href="mailto:wemedellin@davivienda.com">wemedellin@davivienda.com</a> .
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 <code>vads_acquirer_transient_data</code> field does not contain the <code>eligibleAmount</code> 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.

Code	Message
206	3D Secure - A technical error occurred during the process.
207	3D Secure - Refusal of the authentication by the issuer.
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.

## 11.4. Table of reasons for chargeback

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### **VISA chargebacks**

<b>Code</b>	<b>Reason - Description</b>
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
1340	Counterfeit Merchandise
1350	Invalid Data
1360	Credit Not Processed
1370	Cancelled Merchandise/Services
1380	Original Credit Transaction Not Accepted

Code	Reason - Description
1390	Non-Receipt of Cash or Load Transaction Value at ATM

### **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)

## CB chargebacks

Code	Reason - Description
45	Transaction in dispute

## SEPA DIRECT DEBIT chargebacks

ISO code	Reason - Description
AC01	<b>Account Identifier incorrect</b> <ul style="list-style-type: none"><li>The IBAN or BIC code provided by the buyer is incorrect.</li><li>The account is not in euros.</li></ul>
AC04	<b>Account closed</b> The account has been closed. The buyer may have used an old account number or closed the account since the mandate was implemented.
AC06	<b>Account blocked</b> The account has been blocked for direct debits: <ul style="list-style-type: none"><li>either by the bank</li><li>or by the buyer</li></ul>
AG01	<b>Transaction forbidden on this type of account</b> The SEPA direct debit cannot be implemented for this type of account. E.g.: savings account.
AG02	<b>Invalid bank operation code</b> Technical error
AM04	<b>Insufficient funds</b> The debtor's bank could not cover the direct debit due to insufficient funds.
AM05	<b>Duplicate collection</b> Collection has already been made. This could either be due to an incorrect transaction ID, or if two transactions have been submitted.
BE05	<b>Identifier of the Creditor Incorrect</b> The provided Creditor ID is incorrect or invalid.
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.
FF01 (Previously MD03)	<b>Invalid file format</b> Technical error
FF05	<b>Invalid local instrument code</b> Technical error
MD01	<b>No mandate</b> 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	<b>Mandate data missing or incorrect</b> Technical error.
MD03	<b>Invalid file format</b> Technical error.
MD06	<b>Return of funds requested by end customer</b> The buyer has requested a refund of an authorized transaction. May be received up to 8 weeks after the settlement.
MD07	<b>End customer deceased</b> You have attempted to set up a mandate for the account of a deceased individual. Extremely rare.
MS02	<b>No specified reason by customer</b> 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.



ISO code	Reason - Description
MS03	<b>Non specified reason by agent</b> 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.
RC01	<b>Invalid BIC</b> The BIC code provided by the buyer is incorrect.
RR01	<b>Missing debtor account or identification</b> Technical error.
RR02	<b>Missing debtor name or address</b> Technical error.
RR03	<b>Missing creditor name or address</b> Technical error.
RR04	<b>Regulatory reason</b> R04 can be used for a regulatory reason different from RR01, RR02 or RR03.
SL01	<b>Specific service offered by debtor agent</b> The request clashes with specific instructions that the buyer has configured for his or her account. E.g.: the creditor is blacklisted.
TM01	<b>Cut off time</b> The time limit has passed.