Description of reporting

Back Office user manual

Document version 3.16.2

Contents

1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.16.2	La Banque Postale	9/12/2023	Updated the chapter *Availability*.
3.16.1	La Banque Postale	4/19/2023	Removal of the *Assistance with the migration of v1/v2 Scellius to v3 Scellius* chapter
3.16	La Banque Postale	3/23/2023	Addition of the *Connecting to the SFTP server* chapter
3.15.1	La Banque Postale	11/2/2022	• Update SFTP Host Address
3.15	La Banque Postale	7/28/2022	• Added the archiving reference as data available for personalization of the transactions report.
3.14.1	La Banque Postale	6/28/2022	• Clarification in the description of fields returned empty in the TEST reconciliation logs (V3 format).
3.14	La Banque Postale	1/3/2022	• Removal of the *Configuring technical data* chapter and reorganization of its content • Addition of the *Defining character encoding* chapter • Addition of the *Defining the amount format* chapter • Addition of the *Including/excluding the title line* chapter • Addition of the *Using the column titles of the tab* chapter • Addition of the *Enclosing data in quotes* chapter • Addition of the *Applying a filter to finalized transactions* chapter
3.13.1	La Banque Postale	11/3/2021	• Addition of clarifications about the *Availability* of the Transactions, Bank reconciliation and Chargeback reconciliation reports.
3.13	La Banque Postale	10/6/2021	• Update of the **AUTORISATION_ID** data format. • Update of the time when the Chargeback Reconciliation Report files are uploaded.
3.12	La Banque Postale	7/29/2021	• Update of the **CARD_NUMBER** format in the transactions report. • Addition of new fields for personalizing the transactions report: **CAPTURE_TIME**, **CARD_NUMBER_OLD_FORMAT**, **IBAN**, **PRODUCT_CATEGORY**, **SOURCE_USER_INFO**, **TICKET_NUMBER**.
3.11	La Banque Postale	6/3/2021	• Update of the **TRANSACTION_STATUS** value in the Chargeback reconciliation report.

Version	Author	Date	Comment
			• Addition of a clarification on empty reports.
			• Updating equivalence with REST API fields for TRANSACTION_CONDITION and CAVV_UCAF in transactions report.
3.10	La Banque Postale	2/23/2021	• Addition of the **ORIGIN_TRANSACTION_UUID** data in the *Data available for customization* chapter.
			• Update of the "Shop name" data description in the file header.
			• Update the list of values for the **TRANSACTION_STATUS** data of the transactions report.

2. GENERAL PRINCIPLE

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

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

3. FILE STRUCTURE

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

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

Each file contains:

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

Note:

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

4. CONNECTING TO THE SFTP SERVER

First of all, you must ensure that you have subscribed to an offer that includes the use of the SFTP (Secure File Transfer Protocol) service.

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

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

There are many free FTP clients, such as:

• FileZilla, compatible with Linux, Windows and Mac

• Cyberduck, compatible with Windows and Mac

• WinSCP, compatible with Windows

• CoffeeCup Free FTP, compatible with Windows

• FTP Voyager, compatible with Windows

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

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

To guarantee a connection with the payment gateway, it is therefore essential that you regularly install updates for your FTP client.

To connect to the SFTP server, you must have the following information:

• Host: *sftp://vadftp-scelliuspaiement.sftp.lyra-network.com*

• Port: 22

• Your SFTP connection identifier

• Your SFTP password

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

> ⚠ As part of the continuous improvement, our teams have implemented a new SFTP architecture offering increased security and high service availability.
>
> This new solution of the SFTP service has resulted, among other things, in a change of the Host address as well as the Port number.

5. TRANSACTIONS REPORT

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.

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 Merchant Back Office (see chapter *Configuring the reception frequency* on page 10).

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 Merchant Back Office (see chapter *Configuring reception by e-mail* on page 10).

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

• **Via your SFTP client - Optional Scellius feature**

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

Files are available on the SFTP server as of the 7:00 a.m. sync.

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

• **Via CFT (Cross File Transfer) - Feature available on quotation. For more information, contact your financial adviser.**

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

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

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

To do so:

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

2. In the **Last generation** section, you will find the date and time as well as the name of the file.

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

> Test and production reports are generated at the same time.
>
> The returned information concerns the production report in particular.
>
> If your shop is in test mode, the production report does not exist. The returned information concerns the test report in particular.

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

5.2. Configuring the reception frequency

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

2. In the **General settings** section, select the frequency from the **Report frequency** drop-down list:
   - None (default)
   - Daily
   - Weekly
   - Monthly
   - Daily + Weekly
   - Daily + Monthly
   - Weekly + Monthly
   - Daily + Weekly + Monthly

3. Click **Save**.

5.3. Configuring reception by e-mail

To enable report delivery by e-mail:

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

2. In the **General settings** section, click on **Add**.

3. Fill in the e-mail address of the recipient.
   You can add as many recipients as you want.

4. Click **Save**.

Editing the recipient list

To delete a recipient:

1. In the **General settings** section, select the recipient address to be deleted.

2. Click **Delete**.

3. Click **Save**.

5.4. Configuring the delivery of empty reports

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

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

To enable sending empty reports:

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

2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.

3. Click **Save**.

5.5. Naming rules

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

Nomenclature	Description
Code	**JT**
Shop reference	The shop name in capital letters, as defined in the Merchant 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 Merchant Back Office E.g.: 12345678
Date	• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions made on the previous day. E.g.: 200112 • Weekly frequency: date in the YY**W**XX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions completed during the previous week. E.g.: 20W02 • Monthly frequency: date in the YY**M**XX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions completed during the previous month. E.g.: 20M01
Extension	**csv**

Filename example: JT_DEMO_STORE_70258842_200109.csv

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

Example: TEST_JT_DEMO_STORE_70258842_200109.csv

5.6. Format

The « TITRE » record

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

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

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

Pos.	Description
01	**ENTETE** Type: VARCHAR | Length: 11 Description: Record code. Value: Always populated with **TRANSACTION**
02	**TRANSACTION_ID** Type: VARCHAR | Length: 6 Description: Transaction identifier. Hosted Payment Form equivalent: **vads_trans_id** REST API equivalent: **cardDetails.legacyTransId** E.g.: xrT15p
03	**MERCHANT_ID** Type: VARCHAR | Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: **0+**Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028
04	**PAYMENT_MEANS** Type: VARCHAR | Length: 4 Description: Payment method. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: Always set to **CARD**.
05	**CONTRACT** Type: VARCHAR | Length: 255 Description: Merchant ID number. Hosted Payment Form equivalent: **vads_contract_used** REST API equivalent: **transactionDetails.mid** E.g.: 0535875
06	**TRANSACTION_TYPE** Type: VARCHAR | Length: 255 Description: Transaction type

Pos.	Description
	Hosted Payment Form equivalent: **vads_operation_type** REST API equivalent: **operationType** Values: • **CREDIT**: for a refund transaction • **DEBIT**: for a debit transaction • **VERIFICATION**: for a transaction of payment method verification E.g.: DEBIT
07	**ORIGIN_AMOUNT** Type: NUMERIC | Length: 13 Description: Transaction amount at the moment of payment expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
08	**AMOUNT** Type: NUMERIC | Length: 13 Description: Transaction balance expressed in the smallest currency unit. Hosted Payment Form equivalent: **vads_amount** REST API equivalent: **amount** E.g.: 4525 for EUR 45.25
09	**CURRENCY_CODE** Type: NUMERIC | Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Form equivalent: **vads_currency** REST API equivalent: **currency** E.g.: 978 for euro (EUR) (See chapter *List of supported currencies* on page 65).
10	**PAYMENT_DATE** Type: DATE | Length: 8 Description: Date of payment in UTC time zone. Hosted Payment Form equivalent: **vads_effective_creation_date** REST API equivalent: **creationDate** E.g.: 20200110
11	**PAYMENT_TIME** Type: TIME | Length: 6 Description: Time of payment in UTC time zone. Hosted Payment Form equivalent: **vads_effective_creation_date** REST API equivalent: **creationDate** E.g.: 142512
12	**CARD_VALIDITY** Type: NUMERIC | Length: 6 Description: Payment method validity period. Hosted Payment Page equivalent: **vads_expiry_year** + **vads_expiry_month** REST API equivalent: **transactionDetails.cardDetails.expiryYear** + **transactionDetails.cardDetails.expiryMonth** E.g.: 202306
13	**CARD_TYPE** Type: VARCHAR | Length: 255 Description: Card type.

Pos.	Description
	Hosted Payment Form equivalent: **vads_card_brand** REST API equivalent: **transactionDetails.cardDetails.effectiveBrand** E.g.: CB, VISA, MASTERCARD, etc.
14	**CARD_NUMBER** Description: Payment method number in 123456XXXXXX1234 format. Hosted Payment Form equivalent: **vads_card_number** REST API equivalent: **transactionDetails.cardDetails.pan** E.g.: 123456XXXXXX1234
15	**RESPONSE_CODE** Type: NUMERIC | Length: 2 Description: Return code of the requested operation. Hosted Payment Form equivalent: **vads_result** REST API equivalent: N/A Values: • **00**: Accepted authorization. • **05**: Authorization refused. • **34**: Suspected fraud. • **75**: The maximum number of card number entry attempts has been exceeded. • **96**: Service temporarily unavailable. E.g.: 00
16	**COMPLEMENTARY_CODE** Type: NUMERIC | Length: 2 Description: Risk assessment result (specific to shops that have enabled the module). The field is empty if no verifications have been completed. Hosted Payment Form equivalent: **vads_extra_result** REST API equivalent: N/A Values: • **00**: Verifications successfully performed. • **02**: Credit card velocity exceeded. • **03**: The card is on the Merchant's greylist. • **04**: The issuing country of the card is on the greylist or is not on the merchant's whitelist. • **05**: The IP address is on the merchant's greylist. • **06**: The card is on the merchant's BIN greylist. • **07**: E-carte bleue control. • **08**: Transaction not 3DS guaranteed. • **14**: Control of a card with unconditional authorization. • **20**: Verification of the country consistency between the card issuing country, the IP address and country of the customer's address. • **99**: Technical issue encountered by the server during a local verification process. E.g.: 00
17	**CERTIFICATE** Type: VARCHAR | Length: 255 Description: Transaction certificate. Hosted Payment Form equivalent: **vads_payment_certificate**

Pos.	Description
	REST API equivalent: N/A E.g.: 6ed7b71c023a20adbadf9a2e2c58cd4321f63123
18	**AUTORISATION_ID** Type: VARCHAR | Length: 20 Description: Transaction authorization number. Hosted Payment Form equivalent: **vads_auth_number** REST API equivalent: **transactionDetails.cardDetails.authorizationResponse.authorizationNumber** E.g.: 3fc116
19	**CAPTURE_DATE** Type: DATE | Length: 8 Description: Date of sending to the requested bank. Hosted Payment Form equivalent: **vads_presentation_date** REST API equivalent: **transactionDetails.cardDetails.expectedCaptureDate** E.g.: 20200107
20	**TRANSACTION_STATUS** Type: VARCHAR | Length: 255 Description: Status of the transaction. Hosted Payment Form equivalent: **vads_trans_status** REST API equivalent: **detailedStatus** Values: • **ACCEPTED**: Verification transaction accepted. • **AUTHORISED**: The transaction is waiting for capture • **AUTHORISED_TO_VALIDATE**: The transaction must be validated • **CANCELLED**: The transaction has been canceled • **CAPTURED**: The transaction has been captured • **CAPTURED_FAILED**: Capture failed • **EXPIRED**: The transaction has not been validated and has expired • **REFUSED**: The transaction has been refused. • **UNDER_VERIFICATION**: Control in progress • **WAITING_AUTHORISATION**: The transaction is waiting for an authorization request or a pre-notification • **WAITING_AUTHORISATION_TO_VALIDATE**: The transaction is waiting for an authorization request and must be validated • **WAITING_FOR_PAYMENT**: Waiting for payment
21	**RETURN_CONTEXT** Type: VARCHAR | Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the "**|**" character. Additional information can be transmitted through the merchant website: • Via the **vads_order_info**, **vads_order_info2**, **vads_order_info3** fields of the payment form. • Via the attributes **orderInfo, orderInfo2, orderInfo3** of the REST API **metadata** object. Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted.

Pos.	Description
	Hosted Payment Page equivalent: **vads_order_info | vads_order_info2 | vads_order_info3** REST API equivalent: **orderInfo | orderInfo2 | orderInfo3** E.g.: • info1|info2|info3 if the 3 pieces of additional information are transmitted. • info1||info3: if only the 1st and 3rd pieces of additional information are transmitted.
22	**AUTORESPONSE_STATUS** Type: VARCHAR | Length: 255 Description: Delivery status of the IPN. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: • **FAILED**: Failure of notification to the merchant server. • **SENT**: Notification sent to the merchant server. • **UNDEFINED**: An event has triggered the end of payment notification rule but the URL is not configured. E.g.: SENT
23	**ORDER_ID** Type: VARCHAR | Length: 255 Description: Order number generated by the merchant website. Hosted Payment Form equivalent: **vads_order_id** REST API equivalent: **orderDetails.orderId** E.g.: CX-1254
24	**CUSTOMER_ID** Type: VARCHAR | Length: 255 Description: Customer reference generated by the merchant website. Hosted Payment Form equivalent: **vads_cust_id** REST API equivalent: **customer.reference** E.g.: C2383333540
25	**CUSTOMER_IP_ADDRESS** Type: VARCHAR | Length: 255 Description: Buyer IP address. Hosted Payment Page equivalent: N/A REST API equivalent: **customer.extraDetails.ipAddress** E.g.: 185.244.73.2
26	**ACCOUNT_SERIAL** Description: Token followed by the potential subscription number, separated by a hyphen "-". Hosted Payment Page equivalent: **vads_identifier** "-" **vads_subscription** REST API equivalent: **paymentMethodToken** "-" **subscriptionId** E.g.: 5fa8d3dede8f4c219c4652dfabe2bf55-20191106ANav0o
27	**TRANSACTION_CONDITION** Type: VARCHAR | Length: 255 Description: 3D Secure authentication result. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: • **3D_SUCCESS**: The merchant and the cardholder have enabled 3D Secure and the card has been successfully authenticated.

Pos.	Description
	• **3D_FAILURE**: The merchant and the buyer have enabled 3D Secure but the authentication has failed.
	• **3D_ERROR**: The merchant has enabled 3D Secure but a technical issue has occurred.
	• **3D_NOTENROLLED**: The merchant has enabled 3D Secure but the buyer is not enrolled.
	• **3D_ATTEMPT**: The merchant and the cardholder have enabled 3D Secure but the cardholder was unable to authenticate.
	• **SSL**: The cardholder has not authenticated:
	• either the card type is not supported by 3D Secure,
	• or the merchant/cardholder has not enabled 3D Secure
	E.g.: 3D_SUCCESS
28	**CAVV_UCAF** Type: VARCHAR | Length: 255 Description: 3D Secure transaction certificate. Hosted Payment Form equivalent: **vads_threeds_cavv** REST API equivalent: **transactionDetails.cardDetails.authenticationResponse.value.authenticationValue.value** E.g.: Q************************=
29	**COMPLEMENTARY_INFO** Type: VARCHAR | Length: 255 Description: Details of the risk assessment result. Option reserved to the merchants who have enabled the Risk management module. Hosted Payment Form equivalent: **vads_risk_control** REST API equivalent: **transactionDetails.fraudManagement.riskControl** Values: • **CARD_COUNTRY=XXX**: XXX corresponds to the country code in the ISO 3166 alpha-3 3166 format. • **MAESTRO=YES|NO**: indicates if the used payment method is a Maestro card. • **CAS=YES|NO**: indicates if the used payment method is a card with unconditional authorization. • **ECBL=YES|NO**: indicates if the used payment method is an eCarte-Bleue card. • **CCC=YES|NO**: indicates if an inconsistency between the country of the buyer, the payment method and the buyer's IP address has been detected. • **BDOM**: Label of the bank that issued the payment method. • **PRODUCTCODE**: Card product. • **BANKCODE**: Bank code. E.g.: MAESTRO=NO|ECBL=NO|PRODUCTCODE=MDS
30	**BANK_RESPONSE_CODE** Type: VARCHAR | Length: 255 Description: Response code of the authorization request returned by the issuing bank. Hosted Payment Form equivalent: **vads_auth_result** REST API equivalent: **transactionDetails.cardDetails.authorizationResponse.authorizationResult** Values: See chapter *List of authorization return codes* on page 59. E.g.: 00
31	**3D_LS**

Pos.	Description
	Type: VARCHAR | Length: 255 Description: 3D Secure payment guarantee. Hosted Payment Form equivalent: **vads_warranty_result** REST API equivalent: **transactionDetails.liabilityShift** Values: • **YES**: Payment 3D Secure guaranteed. • **NO**: Payment 3D Secure not guaranteed. • **UNKNOWN**: Payment guarantee cannot be determined following a technical error. E.g.: YES
32	**INFO_EXTRA** 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 (**vads_ext_info_**). Hosted Payment Form equivalent: **vads_ext_info** REST API equivalent: **metadata** E.g.: If vads_ext_info_key1=value1 and vads_ext_info_key2=value2,INFO_EXTRA is populated as follows: key1=value1|key2 = value2

File sample

Download the sample pack: *https://scelliuspaiement.labanquepostale.fr/doc/files/samples/sample-files.zip*.

You will find a sample file in the JT folder.

5.7. Customizing the report

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

- **Workspace report settings**

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

- **Active report settings**

  The active report contains the parameters used by the gateway for generating the transactions report. The merchant can customize the report directly in the **Active report settings**. However, it is recommended to use **Workspace report settings** and then transfer the modifications.
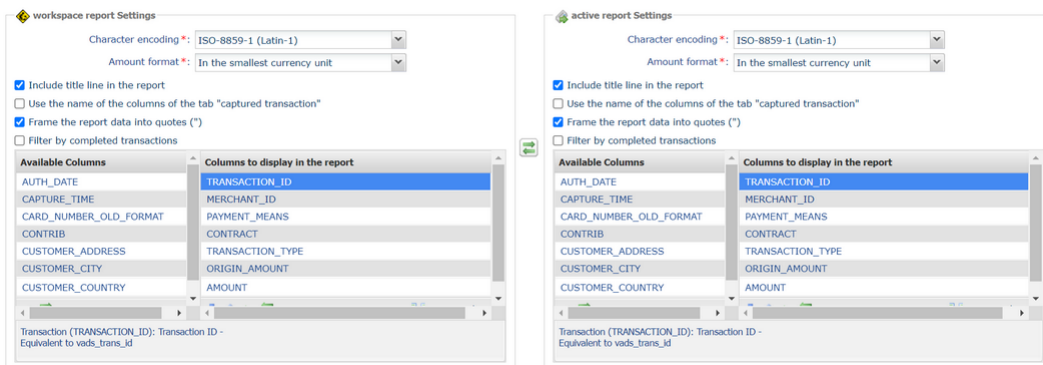
Figure 1: Workspace report settings and Active report settings

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

5.7.1. Defining character encoding

To select the character encoding:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.

2. Select the desired encoding from the **Character encoding** drop-down list.

   - ISO-8859-1 (Latin-1) (default value)

   - UTF-8

3. Click **Save**.

5.7.2. Defining the amount format

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

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

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

For currencies with no subdivision:

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

5.7.3. Including/excluding the title line

By default, the report contains a Title record line:

Example:

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

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

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

5.7.4. Using the column titles of the tab Captured transactions

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

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

To set up your choice:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.

2. if you wish to use the column titles of the tab Captured transactions, check the **Use the name of the columns of the tab "captured transaction"** box.

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

4. Click **Save**.

5.7.5. Enclosing data in quotes

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

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

To set up your choice:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.

2. If you wish, check the **Frame the report data into quotes (")** box.

3. If you want to keep the default display, uncheck the checkbox **Frame the report data into quotes (")**.

4. Click **Save**.

5.7.6. Applying a filter to finalized transactions

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

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

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

To set up your choice:

1. Select the desired tab: **Workspace report settings** or **Active report settings**.

2. If wish to apply the filter, check the **Filter by completed transactions** box.

3. If you do not wish to apply this filter, uncheck the **Filter by completed transactions** box.

4. Click **Save**.

5.7.7. Managing content

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

The merchant can:

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

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

In order to reverse the column order:

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

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

To delete one or several columns:

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

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

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

To delete all the columns in one action:

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

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

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

To add one or several columns:

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

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

To add all the columns in one action:

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

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

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

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

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

5.7.8. Data available for customization

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

Label / Description
ARCHIVAL_REFERENCE_ID Type: VARCHAR | Length: 25 Description: A reference generated by the payment gateway and sent to the acquirer for remittance processing and transaction reconciliation. Provided only for CB, AMEX andPAYPAL payments, its length depends on the network: • 12 characters for the CB network • 12 characters for the AMEXGLOBAL network • 19 characters for the PAYPAL network Hosted Payment Form equivalent: **vads_archival_reference_id** REST API equivalent: **transactions.transactionDetails.archivalReferenceId** E.g.: L18500026501
AUTH_DATE Type: DATE | Length: 8 Description: Authorization date (YYYYMMDD). Hosted Payment Page equivalent: N/A REST API equivalent: **transactionDetails.cardDetails.authorizationResponse.authorizationDate** E.g.: 20200114
CAPTURE_TIME Type: TIME | Length: 6 Description: Capture time (UTC). Hosted Payment Page equivalent: N/A

Label / Description
REST API equivalent: N/A E.g.: 034500
CARD_NUMBER_OLD_FORMAT Description: Payment method number in XXXX.YY format, where: • XXXX corresponds to the 4 first digits of the card number. • YY corresponds to the 2 last digits of the card number. Hosted Payment Form equivalent: **vads_card_number** REST API equivalent: **transactionDetails.cardDetails.pan** E.g.: 497014
CONTRIB Type: VARCHAR | Length: 255 Description: eCommerce solution used for the payment (Joomla, osCommerce, etc.). For proprietary implementations, this field can include the version number of the software developed by the merchant. The field is empty if it is not transmitted in the payment request. Hosted Payment Form equivalent: **vads_contrib** REST API equivalent: **contrib**. E.g.: PrestaShop_1.5-1.7_1.12.0/1.7.6.2/7.1.32
CUSTOMER_ADDRESS Type: VARCHAR | Length: 255 Description: Buyer's address. Hosted Payment Form equivalent: **vads_cust_address** REST API equivalent: **customer.billingDetails.address** E.g.: Rue de l'Innovation
CUSTOMER_CITY Type: VARCHAR | Length: 255 Description: Buyer's city. Hosted Payment Form equivalent: **vads_cust_city** REST API equivalent: **customer.billingDetails.city** E.g.: Dijon
CUSTOMER_COUNTRY Type: VARCHAR | Length: 2 Description: Country code of the buyer (ISO 3166 alpha-2 standard). Hosted Payment Form equivalent: **vads_cust_country** REST API equivalent: **customer.billingDetails.country** E.g.: FR for France
CUSTOMER_FIRSTNAME Type: VARCHAR | Length: 255 Description: Buyer's first name. Hosted Payment Page equivalent: **vads_cust_first_name** REST API equivalent: **customer.billingDetails.firstName** E.g.: Emile
CUSTOMER_MAIL Type: VARCHAR | Length: 255 Description: Buyer's e-mail address. Hosted Payment Form equivalent: **vads_cust_email** REST API equivalent: **customer.email** E.g.: sample@example.net
CUSTOMER_MOBILE_PHONE Type: VARCHAR | Length: 255

Label / Description
Description: Buyer's mobile phone. Hosted Payment Form equivalent: **vads_cust_cell_phone** REST API equivalent: **customer.billingDetails.cellPhoneNumber** E.g.: 06123456789
CUSTOMER_NAME Type: VARCHAR | Length: 255 Description: Buyer's last name. Hosted Payment Form equivalent: **vads_cust_last_name** REST API equivalent: **customer.billingDetails.lastName** E.g.: Gravier
CUSTOMER_NATIONAL_ID Type: VARCHAR | Length: 255 Description: Buyer's national identifier (CPF/CNPF in Brazil). Hosted Payment Form equivalent: **vads_cust_national_id** REST API equivalent: **customer.billingDetails.identityCode** E.g.: 12.345.678/0001-18
CUSTOMER_PHONE Type: VARCHAR | Length: 255 Description: Buyer's phone number. Hosted Payment Form equivalent: **vads_cust_phone** REST API equivalent: **customer.billingDetails.phoneNumber** E.g.: 0123456789
CUSTOMER_STATE Type: VARCHAR | Length: 255 Description: Buyer's state/region. Hosted Payment Form equivalent: **vads_cust_state** REST API equivalent: **customer.billingDetails.state** E.g.: Bourgogne-Franche-Comté
CUSTOMER_TITLE Type: VARCHAR | Length: 255 Description: Buyer's title. Hosted Payment Form equivalent: **vads_cust_title** REST API equivalent: N/A E.g.: Miss
CUSTOMER_ZIP_CODE Type: VARCHAR | Length: 255 Description: Buyer's zip code. Hosted Payment Form equivalent: **vads_cust_zip** REST API equivalent: **customer.billingDetails.zipCode** E.g.: 21000
ERROR_CODE Type: NUMERIC | Length: 3 Description: Error details in case of declined payment. Hosted Payment Form equivalent: **vads_payment_error** REST API equivalent: N/A E.g.: 149
IBAN Type: NUMERIC | Length: 34 Description: IBAN displayed in clear text. Populated only in the case of SEPA direct debit. Hosted Payment Page equivalent: N/A

Label / Description
REST API equivalent: N/A E.g.: FR1430001019010000Z67067032

LITIGES
Type: BOOLEAN | Length: 5
Description: Chargeback reconciliation.
Hosted Payment Page equivalent: N/A
REST API equivalent: N/A
Values:
 	
• **true**
  The chargeback reconciliation option for non-payments is enabled and a lawsuit has been filed concerning the transaction regardless of the dispute outcome
 	
• **false**
  The Chargeback reconciliation option for non-payments is enabled and no lawsuits have been filed concerning the transaction
 	
• **empty**
  The Chargeback reconciliation option for non-payments is not enabled
 	
E.g.: true

MATCH_STATUS Type: VARCHAR | Length: 255 Description: Reconciliation status. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: • **MATCH_OK**: Reconciliation made • **MATCH_ANALYSE**: To be analyzed • **R_CHARGEBACK**: SEPA chargeback E.g.: MATCH_OK
NSU Type: NUMERIC | Length: 255 Description: Unique sequence number (Latin America). Hosted Payment Page equivalent: **vads_authent_nsu** REST API equivalent: N/A E.g.: 000000000000200
ORDER_INFO Type: VARCHAR | Length: 255 Description: Context of buyer's purchase. Hosted Payment Form equivalent: **vads_order_info** REST API equivalent: **metadata: "info"** E.g.: info1
ORDER_INFO2 Type: VARCHAR | Length: 255 Description: Context of buyer's purchase. Hosted Payment Form equivalent: **vads_order_info2** REST API equivalent: **metadata: "info2"** E.g.: info2
ORDER_INFO3 Type: VARCHAR | Length: 255

Label / Description
Description: Context of buyer's purchase. Hosted Payment Form equivalent: **vads_order_info3** REST API equivalent: **metadata: "info3"** E.g.: info3
ORIGIN_TRANSACTION_UUID Type: VARCHAR | Length: 32 Description: UUID of the initial transaction. Hosted Payment Form equivalent: **N/A** REST API equivalent: **parentTransactionUuid** E.g.: e829f769c0e44794963a53d34c888d75
PAYMENT_MEANS_TOKEN Type: VARCHAR | Length: 255 Description: Token of the payment method. Hosted Payment Page equivalent: **vads_identifier** REST API equivalent: **paymentMethodToken** E.g.: 16ef4cd4872b48b7bd008bd41f242e3e
PAYMENT_OPTION Type: VARCHAR | Length: 255 Description: Payment option selected during payment. Hosted Payment Form equivalent: **vads_payment_option_code** REST API equivalent: N/A E.g.: W3063
PRODUCT_CATEGORY Type: VARCHAR | Length: 1 Description: Card product category. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: • **C** : CREDIT • **D** : DEBIT • **P** : PREPAID E.g.: D
REMITTANCE_DATE Type: DATE | Length: 8 Description: Capture date (YYYYMMDD). Hosted Payment Page equivalent: N/A REST API equivalent: **captureResponse.captureDate** E.g.: 20200116
REMITTANCE_NB Type: NUMERIC | Length: 6 Description: Capture number Hosted Payment Page equivalent: N/A REST API equivalent: **captureResponse.captureFileNumber** E.g.: 1234567
SEQUENCE_NUMBER Type: NUMERIC | Length: 3 Description: Installment payment sequence number. Hosted Payment Form equivalent: **vads_sequence_number**

Label / Description
REST API equivalent: **transactionDetails.sequenceNumber** E.g.: 1
SHIPPING_ADDRESS Type: VARCHAR | Length: 255 Description: Shipping address. Hosted Payment Form equivalent: **vads_ship_to_street** REST API equivalent: **customer.shippingDetails.address** E.g.: Boulevard de la Croisette
SHIPPING_CITY Type: VARCHAR | Length: 255 Description: Shipping city. Hosted Payment Form equivalent: **vads_ship_to_city** REST API equivalent: **customer.shippingDetails.city** E.g.: Cannes
SHIPPING_COUNTRY Type: VARCHAR | Length: 2 Description: Country shipping code (ISO 3166 alpha-2 standard). Hosted Payment Form equivalent: **vads_ship_to_country** REST API equivalent: **customer.shippingDetails.country** E.g.: FR
SHIPPING_DISTRICT Type: VARCHAR | Length: 255 Description: Shipping district/area. Hosted Payment Form equivalent: **vads_ship_to_district** REST API equivalent: **customer.shippingDetails.district** E.g.: Croisette
SHIPPING_NAME Type: VARCHAR | Length: 255 Description: Recipient's last name. Hosted Payment Form equivalent: **vads_ship_to_name** REST API equivalent: **customer.shippingDetails.lastName** E.g.: Simon Jeremi
SHIPPING_PHONE Type: VARCHAR | Length: 255 Description: Recipient's phone number. Hosted Payment Form equivalent: **vads_ship_to_phone_num** REST API equivalent: **customer.shippingDetails.phoneNumber** E.g.: 06123456789
SHIPPING_STATE Type: VARCHAR | Length: 255 Description: Shipping state/region. Hosted Payment Form equivalent: **vads_ship_to_state** REST API equivalent: **customer.shippingDetails.state** E.g.: Provence-Alpes-Côte d'Azur
SHIPPING_ZIP_CODE Type: VARCHAR | Length: 255 Description: Shipping zip code. Hosted Payment Form equivalent: **vads_ship_to_zip** REST API equivalent: **customer.shippingDetails.zipCode**

Label / Description
E.g.: 06400
SHOP_KEY Type: NUMERIC | Length: 8 Description: Shop ID Hosted Payment Form equivalent: **vads_site_id** REST API equivalent: **shopId** E.g.: 12345678
SHOP_NAME Type: VARCHAR | Length: 255 Description: Shop reference Hosted Payment Form equivalent: **vads_shop_name** REST API equivalent: N/A E.g.: At Laplo
SOURCE_USER_INFO Type: VARCHAR | Length: 255 Description: Information about the user who made the payment. • In the case of a form payment, this parameter will be resent with the response and will include the value transmitted in the request. • In the case of a MOTO payment from the Merchant Back Office, this field will be valued with the user account (login) who made the payment. • In the case of a payment order, this field will be populated with the user account (login or WhatsApp phone number) that was used when creating the order. Hosted Payment Form equivalent: **vads_user_info** REST API equivalent: **userInfo** E.g.: jdupont
TICKET_NUMBER Type: NUMERIC | Length: 13 Description: External ticket number. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 0895
TOTAL_AMOUNT Type: NUMERIC | Length: 13 Description: Total amount of the transaction. Hosted Payment Page equivalent: REST API equivalent: **orderDetails.orderTotalAmount** E.g.: E.g.: 4525 for EUR 45.25
TRANSACTION_ID_EXT Type: VARCHAR | Length: 255 Description: External transaction reference Hosted Payment Page equivalent: **vads_ext_trans_id** REST API equivalent: **transactionDetails.externalTransactionId** E.g.: 1238885523
TRANSACTION_UUID Type: VARCHAR | Length: 32 Description: UUID (Universally Unique IDentifier) - transaction identifier. Hosted Payment Form equivalent: **vads_transaction_uuid** REST API equivalent: **uuid**

Label / Description
E.g.: b7a6b9ec0a5546eebce0b0641aadf27b
USER_INFO Type: VARCHAR | Length: 255 Description: Information about the user who made the payment. Corresponds to the user login in case of a manual payment. Hosted Payment Form equivalent: **vads_user_info** REST API equivalent: N/A E.g.: jdupont

5.7.9. Previewing the Transactions report

The merchant can view the saved modifications at any time.

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

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

   Two possibilities for preview appear:
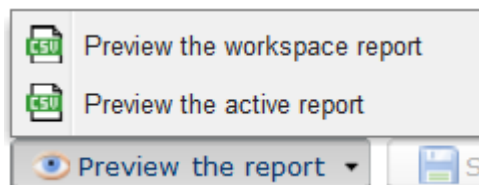
2. Select the report to preview:

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

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

   Example: *PREVIEW_WORK_JT_Shop_97738514_1020416.csv*

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

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

   Example: *PREVIEW_JT_Shop_97738514_1020416.csv*

6. BANK RECONCILIATION REPORT

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

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 Merchant Back Office (see chapter *Configuring the reception frequency* on page 35).

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 Merchant Back Office (see chapter *Configuring reception by e-mail* on page 35).

  Reports are generated and sent by e-mail from 11:00 a.m.

- **Via your SFTP client - Optional Scellius feature**

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

  Files are available on the SFTP server as of the 13:00 a.m. sync.

- **Via CFT (Cross File Transfer) - Feature available on quotation. For more information, contact your financial adviser.**

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

  Reports are generated and sent by e-mail from 11 a.m.

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

To do so:

1. In your Merchant 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.

ℹ️ 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 Merchant 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**.

6.2. Configuring the reception frequency

1. Via the Merchant Back Office, go to **Settings** > **Shop** > **Reports** then click on 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**.

6.3. Configuring reception by e-mail

To enable report delivery by e-mail:

1. Via the Merchant Back Office, go to **Settings** > **Shop** > **Reports** then click on the **Bank reconciliation report** tab.

2. In the **General settings** section, click on **Add**.

3. Fill in the e-mail address of the recipient.
   You can add as many recipients as you want.

4. Click **Save**.

Editing the recipient list

To delete a recipient:

1. In the **General settings** section, select the recipient address to be deleted.

2. Click **Delete**.

3. Click **Save**.

6.4. Configuring the delivery of empty reports

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

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

To enable sending empty reports:

1. Via the Merchant Back Office, go to **Settings** > **Shop** > **Reports** then click on the **Bank reconciliation report** tab.

2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.

3. Click **Save**.

6.5. Configuring the amount format

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

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

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

For currencies with no subdivision:

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

To do so:

1. Via the Merchant Back Office, go to **Settings** > **Shop** > Reports then click on the **Bank reconciliation report** tab.

2. In the **Active report settings** section or **Workspace report settings**, select the format from the **Amount format** drop-down list:
   - **In currency unit**
   - **In the smallest currency unit**

3. Click **Save**.

6.6. Naming rules

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

Nomenclature	Description
Code	**JRB**
Shop reference	The shop name in capital letters, as defined in the Merchant 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 Merchant Back Office E.g.: 12345678
Date	• 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 • Weekly frequency: date in the YY**W**XX 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 • Monthly frequency: date in the YY**M**XX 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
Version	**V3**
Extension	**csv**

Filename example: JRB_DEMO_STORE_70258842_200107_V3.csv

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

Example: TEST_JRB_DEMO_STORE_70258842_200107_V3.csv

6.7. V3 Format

The « TITRE » record

Pos.	Description	Values
01	Record code	**TITRE**
02	The shop label, as defined in the Merchant 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	**TABLE_V3**

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

Pos.	Description
01	**ENTETE** Type: VARCHAR | Length: 8 Description: Record code. Value: **MATCHING**
02	**MERCHANT_COUNTRY** Type: VARCHAR | Length: 2 Description: Country code of the company (ISO 3166-1 alpha-2 standard). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: **FR** for France.
03	**MERCHANT_ID** Type: VARCHAR | Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: **0+**Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028
04	**CONTRACT** Type: VARCHAR | Length: 255 Description: Merchant ID number. Hosted Payment Form equivalent: **vads_contract_used** REST API equivalent: **transactionDetails.mid** E.g.: 0535875
05	**PAYMENT_DATE** Type: TIMESTAMP | Length: 17 Description: Date and time of the payment (ISO 8601 standard), in UTC time zone. Hosted Payment Form equivalent: **vads_effective_creation_date** REST API equivalent: **creationDate** E.g.: 2020-01-07T13:33Z
06	**TRANSACTION_ID** Type: VARCHAR | Length: 6 Description: Transaction identifier. Hosted Payment Form equivalent: **vads_trans_id**

Pos.	Description
	REST API equivalent: **cardDetails.legacyTransId** E.g.: xrT15p
07	**ORIGIN_AMOUNT** Type: NUMERIC | Length: 13 Description: Transaction amount at the moment of payment expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
08	**CURRENCY_CODE** Type: NUMERIC | Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Form equivalent: **vads_currency** REST API equivalent: **currency** E.g.: 978 for euro (EUR) (See chapter *List of supported currencies* on page 65).
09	**PAYMENT_METHOD** Type: VARCHAR | Length: 255 Description: Payment method. Hosted Payment Form equivalent: **vads_card_brand** REST API equivalent: **transactionDetails.cardDetails.effectiveBrand** E.g.: • **CB**: Payment by CB card. • **AMEX** : Payment by American Express card. • **PAYPAL**: Payment via a PayPal account. • **SDD**: Payment by SEPA direct debit.
10	**ORDER_ID** Type: VARCHAR | Length: 255 Description: Order number generated by the merchant website. Hosted Payment Form equivalent: **vads_order_id** REST API equivalent: **orderDetails.orderId** E.g.: CX-1254
11	**RETURN_CONTEXT** Type: VARCHAR | Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the "**|**" character. Additional information can be transmitted through the merchant website: • Via the **vads_order_info**, **vads_order_info2**, **vads_order_info3** fields of the payment form. • Via the attributes **orderInfo, orderInfo2, orderInfo3** of the REST API **metadata** object. Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Hosted Payment Page equivalent: **vads_order_info | vads_order_info2 | vads_order_info3** REST API equivalent: **orderInfo | orderInfo2 | orderInfo3** E.g.: • info1|info2|info3 if the 3 pieces of additional information are transmitted. • info1||info3: if only the 1st and 3rd pieces of additional information are transmitted.

Pos.	Description
12	**CUSTOMER_ID** Type: VARCHAR | Length: 255 Description: Customer reference generated by the merchant website. Hosted Payment Form equivalent: **vads_cust_id** REST API equivalent: **customer.reference** E.g.: C2383333540
13	**OPERATION_TYPE** Type: VARCHAR | Length: 2 Description: Type of operation. Hosted Payment Form equivalent: **vads_operation_type** REST API equivalent: **operationType** Values: • **DT**: Debit • **CT**: Credit E.g.: DT
14	**OPERATION_NUMBER** Type: VARCHAR | Length: 0 Description: Operation sequence number. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: Always empty.
15	**REMITTANCE_DATE** 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: **transactionDetails.cardDetails.captureResponse.captureDate** E.g.: 2020-01-07T23:05Z
16	**BRUT_AMOUNT** 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.: 4525 for EUR 45.25
17	**MATCH_STATUS** Type: VARCHAR | Length: 255 Description: Reconciliation status. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: Always set to **MATCH_OK**.
18	**REMITTANCE_NB** Type: NUMERIC | Max length: 6 Description: Capture number. Hosted Payment Page equivalent: N/A REST API equivalent: **transactionDetails.cardDetails.captureResponse.captureFileNumber** E.g.: 22
19	**NET_AMOUNT** Type: NUMERIC | Length: 13

Pos.	Description
	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.: 4525 for EUR 45.25
20	**COMMISSION_AMOUNT**
	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.: 4525 for EUR 45.25
21	**COMMISSION_CURRENCY**
	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 *List of supported currencies* **on page 65**).
22	**INTERCHANGE**
	Type: NUMERIC | Length: 13
	Description: Amount of the exchange fees.
	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.: 4525 for EUR 45.25
23	**SCHEME_CHARGE_AMOUNT**
	Type: NUMERIC | Length: 13
	Description: Amount of the network commission.
	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.: 4525 for EUR 45.25
24	**BANK_CHARGE_AMOUNT**
	Type: NUMERIC | Length: 13
	Description: Amount of the bank commission.
	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.: 4525 for EUR 45.25
25	**CARD_NATURE**
	Type: VARCHAR | Length: 1
	Description: Nature of the card.

Pos.	Description
	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 Values: • **P**: Consumer Card • **E**: Commercial Card E.g.: P
26	**TRANSACTION_REGIONALITY** Type: VARCHAR | Length: 3 Description: Geographic area of the payment. 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 Values: • **FRA**: Domestic • **UE**: Inside EU • **HUE**: Outside EU E.g.: FRA
27	**CARD_HOLDER_COUNTRY_CODE** Type: VARCHAR | Length: 3 Description: Country code (ISO 3166 alpha-3 standard) of the card. 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.: FRA for France
28	**CARD_SCHEME** Type: NUMERIC | Length: 1 Description: Card scheme. 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 Values: • **1**: CB • **2**: VISA • **3**: MCI • **4**: ECI • **9**: Undetermined (CB or VISA) E.g.: 1
29	**CARD_PRODUCT_CATEGORY** Type: VARCHAR | Length: 1 Description: Card product category. Hosted Payment Page equivalent: N/A

Pos.	Description
	REST API equivalent: N/A Values: • **C**: CREDIT • **D**: DEBIT • **P**: PREPAID E.g.: D
30	**ACQ_INFOS** Type: VARCHAR | Length: 255 Description: Complementary information sent by the acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: **CardCategory**=**XX** XX can take one of the following values: • HE : Card outside EU • CO : Intra-EU commercial card • DT : Intra-EU debit card • CT : Intra-EU credit card • UV : Intra-EU universal card (CB only) • NR : Intra-EU unregulated credit card E.g.: CardCategory=UV
31	**TRANSACTION_UUID** Type: VARCHAR | Length: 255 Description: Unique transaction ID. Hosted Payment Page equivalent: **vads_trans_uuid** REST API equivalent: **uuid** E.g.: e078b7a6a01c494eae6afd52c4ea2bee
32	**DATA_COMP_1** 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
33	**DATA_COMP_2** Type: TIMESTAMP | Length: 17 Description: Value date (ISO 8601 standard), in UTC time zone. Specified only if the reconciliation is performed automatically and if the acquirer transmits the information. Hosted Payment Page equivalent: **vads_effective_creation_date** REST API equivalent: **creationDate** E.g.: 2020-01-10T23:00Z
34	**DATA_COMP_3** Type: NUMERIC | Length: 15 Description: Unique capture reference. Hosted Payment Page equivalent: N/A

Pos.	Description
	REST API equivalent: N/A E.g.: 00000002200001
35	**DATA_COMP_4** Type: VARCHAR | Length: 255 Description: Token or Unique Mandate Reference in case of a SEPA payment. Hosted Payment Page equivalent: **vads_identifier** REST API equivalent: **paymentMethodToken** E.g.: d413bdbf0071390ce332d0acd977f270
36	**DATA_COMP_5** Type: VARCHAR | Length: 255 Description: End-to-End Identification. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: L00893307901
37	**DATA_COMP_6** Type: VARCHAR | Length: 255 Description: Buyer's legal name or last name. Set to the value of the **vads_cust_legal_name** field associated with the token. Otherwise, set to the value of the **vads_cust_first_name** and **vads_cust_last_name** fields associated with the token, separated by a space character. Hosted Payment Page equivalent: **vads_cust_legal_name** if applicable, otherwise **vads_cust_first_name** + **vads_cust_last_name**. REST API equivalent: **customer.billingDetails.firstName** + **customer.billingDetails.lastName** E.g.: • The Company • Jean Dupont
38	**DATA_COMP_7** Type: TIMESTAMP | Length: 17 Description: • Date and time (ISO 8601 standard) in UTC time zone of the capture requested by the merchant for a payment by card. • Date and time (ISO 8601 standard) in UTC time zone of the funds transfer for a SEPA payment. Hosted Payment Page equivalent: **vads_presentation_date** REST API equivalent: **transactionDetails.cardDetails.expectedCaptureDate** E.g.: 2020-01-10T23:00Z
39	**DATA_COMP_8** 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
40	**DATA_COMP_9** Type: VARCHAR | Length: 255 Description: Reserved for future use
41	**DATA_COMP_10** Type: VARCHAR | Length: 255

Pos.	Description
	Description: Reserved for future use
42	**DATA_COMP_11** Type: VARCHAR | Length: 255 Description: Reserved for future use
43	**DATA_COMP_12** Type: VARCHAR | Length: 255 Description: Reserved for future use
44	**DATA_COMP_13** Type: VARCHAR | Length: 255 Description: Reserved for future use
45	**DATA_COMP_14** Type: VARCHAR | Length: 255 Description: Reserved for future use
46	**DATA_COMP_15** Type: VARCHAR | Length: 255 Description: Reserved for future use
47	**DATA_COMP_16** Type: VARCHAR | Length: 255 Description: Reserved for future use
48	**DATA_COMP_17** Type: VARCHAR | Length: 255 Description: Reserved for future use
49	**DATA_COMP_18** Type: VARCHAR | Length: 255 Description: Reserved for future use
50	**DATA_COMP_19** Type: VARCHAR | Length: 255 Description: Reserved for future use
51	**DATA_COMP_20** Type: VARCHAR | Length: 255 Description: Reserved for future use

The "FIN" record

Pos.	Description	Values
01	Record code	**FIN**

File sample

Download the sample pack: *https://scelliuspaiement.labanquepostale.fr/doc/files/samples/sample-files.zip*.

You will find a sample file in the JRB folder.

7. CHARGEBACK RECONCILIATION REPORT

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

7.1. Availability

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

The Merchant must configure the frequency of reports delivery via the Merchant Back Office (see chapter *Configuring the reception frequency* on page 46).

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 Merchant Back Office (see chapter *Configuring reception by e-mail* on page 48).

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

- **Via your SFTP client - Optional Scellius feature**

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

  Files are available on the SFTP server as of the 7:00 a.m. sync.

- **Via CFT (Cross File Transfer) - Feature available on quotation. For more information, contact your financial adviser.**

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

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

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

To do so:

1. In your Merchant Back Office, open the **Settings** > **Shop** > Reports menu and select the **Chargeback reconciliation report** tab.

2. In the **Last generation** section, you will find the date and time as well as the name of the file.

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

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

7.2. Configuring the reception frequency

1. Via the Merchant Back Office, go to **Settings** > **Shop** > Reports then click on the **Chargeback reconciliation report** tab.

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

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

3. Click **Save**.

7.3. Configuring reception by e-mail

To enable report delivery by e-mail:

1. Via the Merchant Back Office, go to **Settings** > **Shop** > Reports then click on the **Chargeback reconciliation report** tab.

2. In the **General settings** section, click on **Add**.

3. Fill in the e-mail address of the recipient.
   You can add as many recipients as you want.

4. Click **Save**.

Editing the recipient list

To delete a recipient:

1. In the **General settings** section, select the recipient address to be deleted.

2. Click **Delete**.

3. Click **Save**.

7.4. Configuring the delivery of empty reports

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

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

To enable sending empty reports:

1. Via the Merchant Back Office, go to **Settings** > **Shop** > Reports then click on the **Chargeback reconciliation report** tab.

2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.

3. Click **Save**.

7.5. Naming rules

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

Nomenclature	Description
Code	**JRI**
Shop reference	The shop name in capital letters, as defined in the Merchant 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 Merchant Back Office E.g.: 12345678
Date	- Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions disputed on the previous day. E.g.: 200112 - Weekly frequency: date in the YY**W**XX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions disputed during the previous week. E.g.: 20W02 - Monthly frequency: date in the YY**M**XX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions disputed during the previous month. E.g.: 20M01
Version	**V1**
Extension	**csv**

Filename example: JRI_DEMO_STORE_70258842_200109_V1.csv

The JRI is not available in TEST mode.

7.6. V1 Format

The « TITRE » record

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

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

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

Pos.	Description
	REST API equivalent: **cardDetails.legacyTransId**
	E.g.: xrT15p
07	**OPERATION_TYPE**
	Type: VARCHAR | Length: 1
	Description: Type of operation.
	Hosted Payment Form equivalent: **vads_operation_type**
	REST API equivalent: **operationType**
	Values:
	• **D** : Debit (purchase receipt)
	• **C** : Credit (credit receipt)
	E.g.: D
08	**SOURCE_AMOUNT**
	Type: NUMERIC | Length: 13
	Description: Gross amount of the receipt.
	Hosted Payment Page equivalent: N/A
	REST API equivalent: N/A
	E.g.: 4525 for EUR 45.25
09	**SIRET**
	Type: VARCHAR | Length: 255
	Description: Legal identifier of the company.
	Hosted Payment Page equivalent: N/A
	REST API equivalent: N/A
	Value:
	SIRET (Système d'Identification du Répertoire des Etablissements)
	E.g.: 045251785700028
10	**UNPAID_NB**
	Type: NUMERIC | Length: 11
	Description: Number of the chargeback file.
	Always empty for transactions made within the GATECONEX network.
	Hosted Payment Page equivalent: N/A
	REST API equivalent: N/A
	E.g.: 00000645948
11	**UNPAID_CODE**
	Description: Code of the chargeback reason.
	Always empty for transactions made within the GATECONEX network.
	Always set to **45** for transactions made within the CB network.
	Hosted Payment Page equivalent: N/A
	REST API equivalent: N/A
	E.g.: 45 (See *Table of reasons for chargeback* on page 71
12	**CURRENCY_CODE**
	Type: NUMERIC | Length: 3
	Description: Numeric code of the currency (ISO 4217 standard).
	Hosted Payment Form equivalent: **vads_currency**
	REST API equivalent: **currency**
	E.g.: 978 for euro (EUR) (See chapter *List of supported currencies* on page 65).
13	**CONTRACT_TYPE**
	Description: Contract (MID) type.
	Hosted Payment Page equivalent: N/A
	REST API equivalent: N/A

Pos.	Description
	Values:
	• **3**: payment made on one of the following networks: CB, SEPA, AMEX, GATECONEX.
	• empty: payment made within the PAYPAL network
	E.g.: 3
14	**POS_NB** Type: NUMERIC | Length: 8 Description: Number of the point of sale. Hosted Payment Form equivalent: **vads_site_id** REST API equivalent: **shopId** Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. E.g.: 12345678
15	**REMITTANCE_DATE** Description: Capture date. Hosted Payment Page equivalent: N/A REST API equivalent: **transactionDetails.cardDetails.captureResponse.captureDate** E.g.: 20200107
16	**EXCHANGE_AMOUNT** Type: NUMERIC | Length: 13 Description: Amount of the invoice in counter currency. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
17	**VALUE_DATE** Description: Value date. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114
18	**UNPAID_AMOUNT** Type: NUMERIC | Length: 13 Description: Chargeback amount. Always empty for transactions made within the GATECONEX network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
19	**EXCHANGE_UNPAID_AMOUNT** Type: NUMERIC | Length: 13 Description: Amount of the non-payment in counter currency. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25

Pos.	Description
20	**EXCHANGE_CURRENCY_CODE** Type: NUMERIC | Length: 3 Description: Numeric code of the counter currency (ISO 4217 standard). Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 978 for euro (EUR) (See chapter *List of supported currencies* on page 65).
21	**CHARGED_BANK_CODE** 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	**CHARGED_COUNTER** Type: NUMERIC | Length: 5 Description: Original counter code. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 00070
23	**CHARGED_ACCOUNT** Description: Account number. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 01234567890
24	**CHARGED_ADMIN_ACCOUNT** Type: NUMERIC | Length: 5 Description: Administrator account. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 00070
25	**PBA_REMIT_NB** Type: NUMERIC | Length: 6 Description: PBA capture number. Empty field if not provided by acquirer. Always empty for PayPal transactions. Hosted Payment Page equivalent: N/A REST API equivalent: N/A

Pos.	Description
	E.g.: 123456
26	**MATCH_STATUS** Description: Chargeback reconciliation status. Values: • **MATCH_OK**: Reconciliation made • **MATCH_ANALYSE**: To be analyzed • **R_CHARGEBACK**: SEPA chargeback 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	**CUSTOMER_ID** Description: Customer reference generated by the merchant website. Hosted Payment Form equivalent: **vads_cust_id** REST API equivalent: **customer.reference** Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. E.g.: C2383333540
28	**ORDER_ID** Description: Order number generated by the merchant website. Hosted Payment Form equivalent: **vads_order_id** REST API equivalent: **orderDetails.orderId** E.g.: CX-1254
29	**RETURN_CONTEXT** Type: VARCHAR | Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the "**|**" character. Additional information can be transmitted through the merchant website: • Via the **vads_order_info**, **vads_order_info2**, **vads_order_info3** fields of the payment form. • Via the attributes **orderInfo, orderInfo2, orderInfo3** of the REST API **metadata** object. Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: **vads_order_info | vads_order_info2 | vads_order_info3** REST API equivalent: **orderInfo | orderInfo2 | orderInfo3** E.g.: • info1|info2|info3 if the 3 pieces of additional information are transmitted. • info1||info3: if only the 1st and 3rd pieces of additional information are transmitted.
30	**TRANSACTION_STATUS** Description: Status of the transaction. Hosted Payment Form equivalent: **vads_trans_status** REST API equivalent: **detailedStatus**

Pos.	Description
	Value: Always set to **CAPTURED**
31	**CURRENT_AMOUNT** Type: NUMERIC | Length: 13 Description: Current transaction amount. Corresponds to the captured amount minus the refunded amount or the amount waiting for refund. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
32	**ORIGIN_AMOUNT** Type: NUMERIC | Length: 13 Description: Initial transaction amount Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
33	**CARD_TYPE** Description: Card type. Hosted Payment Form equivalent: **vads_card_brand** REST API equivalent: **transactionDetails.cardDetails.effectiveBrand** E.g.: • **CB**: Payment by CB card. • **AMEX**: Payment by American Express card. • **PAYPAL**: Payment via a PayPal account. • **SDD**: Payment by SEPA direct debit.
34	**CHARGED_CARD_TYPE** Description: Type of chargeback. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: always empty.
35	**UNPAID_SETTLE_DATE** Description: Non-payment settlement date. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 20200114
36	**UNPAID_DOC_REASON** Description: Motive of document request. Empty field if not provided by acquirer. Always empty for PayPal transactions. Always empty for transactions made within the GATECONEX network. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.:
37	**UNPAID_DOC_DATE** Description: Date of the initial documentation request. Empty field if not provided by acquirer. Always empty for PayPal transactions.

Pos.	Description
	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	**FIN**

File sample

Download the sample pack: *https://scelliuspaiement.labanquepostale.fr/doc/files/samples/sample-files.zip*.

You will find a sample file in the JRI folder.

8. REISSUING A REPORT

1. In the **Settings** > **Shop** > **Reports** menu of your Merchant 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.

9. OBTAINING HELP

Looking for help? Check our FAQ on our website

https://scelliuspaiement.labanquepostale.fr/doc/fr-FR/faq/faq-homepage.html

For any technical inquiries or if you need any help, contact *technical support*.

In view of facilitating the processing of your requests, please specify your shop ID (an 8-digit number) in your query

This information is available in the "registration of your shop" e-mail or in the Merchant Back Office (**Settings** > **Shop** > **Configuration**).

10. ANNEXES

These annexes include:

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

10.1. List of authorization return codes

Returned codes for **SEPA Credit Transfer**:

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

Codes returned by the **CB** network:

Value	Description	Value	Description
00	Approved or successfully processed transaction	54	Expired card
02	Contact the card issuer	55	Incorrect secret code
03	Invalid acceptor	56	Card absent from the file

Value	Description	Value	Description
04	Keep the card	57	Transaction not allowed for this cardholder
05	Do not honor	58	Transaction not allowed for this cardholder
07	Keep the card, special conditions	59	Suspected fraud
08	Confirm after identification	60	The acceptor of the card must contact the acquirer
12	Incorrect Transaction Code	61	Withdrawal limit exceeded
13	Invalid amount	63	Security rules unfulfilled
14	Invalid cardholder number	65	Exceeded number of withdrawals
15	Unknown issuer	68	Response not received or received too late
17	Canceled by the buyer	75	Number of attempts for entering the secret code has been exceeded
19	Retry later	76	The cardholder is already blocked, the previous record has been saved
20	Incorrect response (error on the domain server)	78	Transaction blocked, first transaction on card not properly unblocked
24	Unsupported file update	80	Contactless payment is not accepted by the issuer
25	Unable to locate the registered elements in the file	81	Unsecured payment is not accepted by the issuer
26	Duplicate registration, the previous record has been replaced	82	CVV, dCVV, iCVV incorrect
27	File update edit error	83	Revocation of all recurring payments for the card
28	Denied access to file	84	R1 - Revocation of recurring payment for the card of a specific Merchant or for the MCC and the card
29	Unable to update	86	6P - Failure of the issuer to verify the data
30	Format error	88	A4 - Misuse of the TRA exemption
31	Unknown acquirer company ID	90	Temporary shutdown
33	Expired card	91	Unable to reach the card issuer
34	Suspected fraud	94	Duplicate transaction
38	Expired card	96	System malfunction
41	Lost card	97	Overall monitoring timeout
43	Stolen card	98	Server not available, new network route requested
46	Customer account closed	99	Initiator domain incident
51	Insufficient balance or exceeded credit limit		

Codes returned by **Amex Global** acquirer:

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

Codes returned by **Elavon Europe** acquirer:

Code	Description
0	Approved, success
1	Refer To Card Issuer Client
2	Refer To Card Issuer, Special Condition
3	Invalid Merchant
4	Pick-Up Card
5	Do Not Honour
6	Error
7	Pick-Up Card, Special Condition
8	Honour With Identification
9	Request In Progress
10	Approved, Partial
11	Approved, VIP
12	Invalid Transaction
13	Invalid Amount
14	Invalid Card Number
15	No Such Issuer

Code	Description
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
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

Code	Description
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
81	Approved Commercial
82	No Security Module
83	Maximum Refund credit Limit exceeded
84	No PBF
85	PBF Update Error
86	Invalid Authorisation Type
87	Bad Track 2
88	PTLF Error
89	Invalid Route Service
110	1A Soft Decline requesting 3D Secure Version 2 authentication on an unsecured ecommerce transaction

Codes returned by the **ONEY_API** network:

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

Codes returned by the **PayPal** network:

Code	Description
0	Transaction accepted
10001	Internal error
10002	Restricted Account
10009	Transaction refused for one of the following reasons: • The partial refund amount must be less than or equal to the original transaction amount. • The partial refund must be in the same currency as the original transaction.

Code	Description
	• This transaction has already been fully refunded. • The time limit (60 days) for performing a refund for this transaction has been exceeded.
10422	Customer must choose new funding sources. The customer must return to PayPal to select new funding sources.
10486	This transaction couldn't be completed. Please redirect your customer to PayPal.
13113	The Buyer cannot pay with PayPal for this transaction. Inform the buyer that PayPal declined the transaction and to contact *PayPal Customer Service*.

10.2. List of supported currencies

Currency	ISO 4217 encoding	Number of digits after the decimal point
Australian Dollar (AUD)	036	2
Canadian Dollar (CAD)	124	2
Czech Crown (CZK)	203	2
Danish Crown (DKK)	208	2
Hong Kong Dollar (HKD)	344	2
Indian Rupee (INR)	356	2
Indonesian Rupiah (IDR)	360	2
Japanese Yen (JPY)	392	0
South Korean Won (KRW)	410	0
Kuwaiti Dinar (KWD)	414	3
Malaysian Ringgit (MYR)	458	2
Mexican Peso (MXN)	484	2
Norwegian Crown (NOK)	578	2
Russian Ruble (RUB)	643	2
Singapore Dollar (SGD)	702	2
Swedish Crown (SEK)	752	2
Swiss Franc (CHF)	756	2
Thai Baht (THB)	764	2
Pound Sterling (GBP)	826	2
US Dollar (USD)	840	2
Taiwan New Dollar (TWD)	901	2
Romanian Leu (RON)	946	2
New Turkish Lira (TRY)	949	2
CFA Franc (XOF)	952	0
Euro (EUR)	978	2
Polish Zloty (PLN)	985	2
Brazilian Real (BRL)	986	2

10.3. List of error codes (ERROR_CODE)

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

Code	Message
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.
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.

Code	Message
56	The The amount is lower than the authorized minimum amount.
57	Error retrieving the alias.
58	The alias status is not compatible with this operation.
59	Error retrieving the alias.
60	This token already exists.
61	Invalid token.
62	Token creation failed.
63	This recurring payment already exists.
64	This recurring payment is already terminated.
65	Invalid recurring payment.
66	The rule of recurring payment is not valid.
67	Creation of the recurring payment declined.
68	Cancellation rejected.
69	A technical problem occurred. We are not able to process your request.
70	Invalid country code.
71	Invalid web service parameter.
72	Authorization declined by Cofinoga.
73	Authorization declined for EUR 1 (or information request about the CB network if the acquirer supports it).
74	Invalid payment configuration.
75	The operation was declined by PayPal.
76	The cardholder's name is absent.
77	A technical problem occurred. We are not able to process your request.
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.
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.

Code	Message
99	An error occurred while calculating the payment source.
100	Failed commercial card verification.
101	Rejected as the first installment has been rejected.
103	The transaction status could not be synchronized with the external system.
104	An error occurred during the capture of this transaction.
105	3D Secure - Invalid signature of the authentication message (Pares).
106	Unsupported currency on this Merchant ID (MID) and/or shop.
107	The payment method associated with the token is no longer valid.
108	A technical problem occurred. We are not able to process your request.
109	Timeout during buyer redirection.
110	Payment method not supported by the Merchant ID (MID).
111	Refusal of transactions without Liability shift.
112	Cancellation is not authorized.
113	Duplication is not authorized.
115	Refund is not authorized.
116	Manual payment not authorized for this payment method.
118	Payment in installments not authorized for this payment method.
119	The submitted date is invalid.
120	The initial transaction option is not applicable.
124	Inactive payment method.
125	Payment refused by the acquirer.
126	This action is not possible because the sequence of payment is not completed.
128	Invalid payment method.
129	Invalid PIN code.
130	Out of credit.
131	Insufficient balance.
136	The derivative transactions have been refused without for the initial transaction.
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 Facily 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 Facily Pay transaction could not be canceled/edited/refunded: the transaction status does not allow to perform the requested action. Reminder regarding a Facily 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 solicitudes@rbm.com.co.
188	In order to refund the transaction, please contact Credibanco at atrecom@credibanco.com.
189	In order to refund the transaction, please contact Davivienda at wemedellin@davivienda.com.
190	The reason for refusal does not allow transaction duplication.
191	The billing address is absent or incomplete.
192	Manual capture is not allowed for this type of contract.
193	Amplification refused by the issuer. This amplification authorization refusal does not affect the initial authorization, which is still valid.
194	Credit is not allowed for this transaction type.
195	The amount eligible in TRD is invalid.
196	The amount eligible in TRD is negative.
197	The amount eligible in TRD is greater than the order amount.

Code	Message
198	The data transmitted to the CONECS network in the vads_acquirer_transient_data field does not contain the eligibleAmount key.
199	The amount eligible in TRD is lower than €1.50.
200	The specific data that must be transmitted to the acquirer is invalid.
201	The Buyer's name is absent or incomplete.
202	Payment token canceled.
203	Payment method verification rejected.
204	An error occurred during the cancellation of this transaction.
205	3D Secure - cannot reach DS or ACS.
206	3D Secure - A technical error occurred during the process. For more details, see the *Transaction with failed 3D Secure authentication* article via the *Retrieving the cardholder authentication result* chapter.
207	3D Secure - Refusal of the authentication by the issuer.. For more details, see the *Transaction with failed 3D Secure authentication* article via the *Retrieving the cardholder authentication result* chapter.
208	3D Secure - Refusal as authentication by the issuer is impossible.
210	Duplication of verification type transactions forbidden.
211	In order to refund the transaction, please contact Tuya.
212	In order to refund the transaction, please contact BigPass Edenred Colombia at sercliente-co@edenred.com.
213	3D Secure - Session altered by the ACS.
214	The card number is not eligible for this payment.
215	Internal error acquirer on the acquirer's side.
216	Expired OTP code.
217	Invalid OTP code.
218	Invalid data transmitted to the authentication validation service.
219	A technical error occurred during the authentication.
220	An internal error occurred during the authentication.
221	The address is required following the entry of an IBAN outside the EEA zone.
222	The authentication has been canceled.
223	The selected token cannot be used by the Visanet network.
224	Unknown cardholder
225	The data received from the wallet is not consistent.
226	Unable to access the wallet.
227	Authentication impossible.

10.4. Table of reasons for chargeback

10.4.1. VISA chargebacks

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

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

10.4.2. MasterCard chargebacks

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

10.4.3. CB chargebacks

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

10.4.4. SEPA DIRECT DEBIT chargebacks

ISO code	Reason - Description
AC01	**Incorrect Account Number** • The IBAN or BIC code provided by the buyer is incorrect. • The account is not in euros.
AC03	**Wrong IBAN**
AC04	**Closed Account Number** The account has been closed. The buyer may have used an old account number or closed the account since the mandate was implemented.
AC06	**Blocked account** The account has been blocked for direct debits: • either by the bank • or by the buyer
ACNR	**Acceptance of claim of non-receipt**
ACVA	**Acceptance of value date change**
AG01	**Transaction forbidden on this type of account**

ISO code	Reason - Description
	The SEPA direct debit cannot be implemented for this type of account. E.g.: savings account.
AG02	**Invalid Bank Operation Code** Technical error
AM04	**Insufficient funds** The debtor's bank could not cover the direct debit due to insufficient funds.
AM05	**Duplication** Collection has already been made. This could either be due to an incorrect transaction ID, or if two transactions have been submitted.
AM09	**Wrong amount**
ARDT	**Original operation already returned**
ARJT	**Operation already rejected**
BE04	**Missing Creditor Address**
BE05	**Unrecognised Initiating Party** The provided Creditor ID is incorrect or invalid.
CERI	**ERI check**
CNOR	**Non-trading bank**
CUST	**By customer's order**
CVAA	**Correct value date already applied**
DNOR	BIC code of the debtor's bank unknown or does not match the IBAN. This may occur if the IBAN corresponds to an account in Switzerland but the debtor's address has not been transmitted.
DUPL	**Duplicate**
ED05	**Settlement Failed**
ERIN	**ERI option not supported**
FF01 (Previously MD03)	**Invalid File Format** Technical error
FF05	**Direct debit type incorrect** Technical error
FOCR	**Positive response to a recall**
FRAD	**Transfer of fraudulent origin**
LEGL	**Regulatory reason**
MD01	**No valid mandate** The mandate for the buyer's account is no longer valid. The mandate may have been canceled by the buyer. It is also used when a customer requests a refund, stating that the transaction was not authorized. This can occur up to 13 months after the settlement.
MD02	**Mandate data missing or incorrect** Technical error.
MD03	**Invalid File Format** Technical error.
MD06	**Disputed authorized transaction** The buyer has requested a refund of an authorized transaction. May be received up to 8 weeks after the settlement.
MD07	**Debtor deceased**

ISO code	Reason - Description
	You have attempted to set up a mandate for the account of a deceased individual. Extremely rare.
MODI	**Modified upon request**
MS02	**Refusal by the debtor - Not Specified Reason** The buyer rejects the direct debit. This code may be received pre- or post-settlement, depending on how quickly the buyer's bank responds to the rejection.
MS03	**Reason not specified** One of the most common error codes. Often used when banks choose to not provide more specific explanatory codes, such as MD07 and AM04, due to data protection reasons.
NERI	**ERI absent**
NOAS	**No authorization**
NOOR	**Payment not processed**
RC01	**Bank Identifier Incorrect** Bank identifier incorrect (i.e. invalid BIC).
RJNR	**Rejection of claim of non-receipt**
RJVA	**Rejection of value date change**
RNPR	**Original transaction received but not usable**
RR01	**Regulatory reason - Missing Debtor Account Or Identification** Technical error.
RR02	**Regulatory reason - Missing Debtor Name Or Address** Technical error.
RR03	**Regulatory reason - Missing Creditor Name Or Address** Technical error.
RR04	**Regulatory reason** R04 can be used for a regulatory reason different from RR01, RR02 or RR03.
SL01	**Specific Service Offered By Debtor Agent** The request clashes with specific instructions that the buyer has configured for his or her account. E.g.: the creditor is blacklisted.
TECH	**Technical problem**
TM01	**File received after Cut Off Time** The time limit has passed.