



**COLLECTING SOLUTION**

# **Description of reporting**

## **Back Office user manual**

Document version 3.0

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# 1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.0	Lyra Collect	7/25/2019	<ul style="list-style-type: none"><li>• Addition of the <b>TRANSACTION_STATUS</b> field in 20th column of the V_CUSTOM transactions report.</li><li>• Update of the <b>MATCH_STATUS</b> field in the JRI.</li><li>• Update of statuses table</li><li>• Addition of CANCEL transaction type in the transactions report.</li><li>• Update of the <b>MATCH_STATUS, DATA_COMP_3, DATA_COMP_4, DATA_COMP_5, DATA_COMP_6, DATA_COMP_7</b> and <b>DATA_COMP_8</b> fields in the V3 JRB.</li></ul>
2.9	Lyra Collect	2/5/2019	<ul style="list-style-type: none"><li>• Added the <b>VERIFICATION</b> value for the TRANSACTION_TYPE field.</li><li>• Update of the list of values of the "status" field.</li><li>• Update of the list of values of the "type" field.</li><li>• Updated list of fields present in transaction exports.</li><li>• Adding new value in the list of available fields for customizing the Transactions report: <b>CUST_NATIONAL_ID, NSU, PAYMENT_MEANS_TOKEN, TRANSACTION_ID_EXT</b></li></ul>
2.8	Lyra Collect	10/1/2018	Initial version

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## 2. OBTAINING HELP

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Need some help? Please, check the FAQ on our website

<https://lyra.com/doc/fr/collect/faq/sitemap.html>

For technical inquiries or support, you can reach us from Monday to Friday, between 9 a.m. and 6 p.m.

by phone at:

**0811900475**

Service fee 0.06 € / min  
+ call charge

by e-mail:

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

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

### 3. GENERAL PRINCIPLE

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

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

In order to receive the reconciliation and chargeback reports, the merchant must send a request to his acquirer so that this information can be transmitted to Lyra Collect.

## 4. PROVISION OF THE REPORTING FILES

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Reporting files are available:

- **by e-mail:**

Transactions report and operations report are sent by e-mail once a day between 2:00 and 7:00.

Bank reconciliation report are available once a day from 11 AM.

To receive the files, the merchant must configure the destination e-mail address from his Back Office (see chapter Setting up reception by e-mail on page 28).

- **from your SFTP user space:**

If the merchant requests it, the files are deposited in the **/log** directory of the SFTP space made available by the payment gateway.

**They are available 3 weeks before being automatically deleted.**

**For technical reasons files are compressed (gz) after 7 days.**

*For more information, contact the Middle Office.*

## 5. RULES FOR NAMING FILES

The used format is commonly called "CSV" (which stands for Comma Separated Values), it is notably supported by Microsoft Excel.

The names of reporting files should follow conservative guidelines and must provide 5 pieces of information all separated by the underscore character "\_".

Nomenclature	Description
CODE	The code is made up of the original initials of the report name: <ul style="list-style-type: none"><li>• JO = Operations report</li><li>• JT = Transactions report</li><li>• JRB = Bank reconciliation report</li><li>• JRI = Chargebacks reconciliation report</li></ul>
SHOP-LABEL	The shop name in capital letters as it was defined in the Expert Back Office
SHOP-ID	The 8-digit shop identifier as it was defined in the Expert Back Office
DATE or WEEK or MONTH	One of the 3 pieces of information will be used depending on the report frequency: <ul style="list-style-type: none"><li>• Daily frequency: DATE of report generation in the YYMMDD format</li><li>• Weekly frequency: WEEK of report generation in the YYWXX format (W stands for Week and XX for the number of the week)</li><li>• Monthly frequency: MONTH of report generation in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month).</li></ul>
VERSION	The display of the version depends on the report type: <ul style="list-style-type: none"><li>• For the Transactions report: <b>No version</b></li><li>• For the Operations report: <b>V3</b></li><li>• For the Bank reconciliation report: <b>V2</b></li><li>• For the Chargebacks reconciliation report: <b>V1</b></li></ul>

### Examples

- **Daily periodicity**

The file contains transactions made the day before. It is called:

*CODE\_SHOP-LABEL\_SHOP-ID\_DATE\_VERSION.csv*

Transactions report generated on 01/21/2019, containing transactions made on 01/20/2019 by the shop "BOUTIQUE\_DE\_DEMO" (ID: 12345678):

*JT\_BOUTIQUE\_DE\_DEMO\_12345678\_190121.csv*

- **Weekly periodicity**

The file contains transactions made the week before. It is called:

*CODE\_SHOP-LABEL\_SHOP-ID\_WEEK\_VERSION.csv*

Transactions report generated on 01/21/2019, containing transactions made on 01/14/2019 by the shop "BOUTIQUE\_DE\_DEMO" (ID: 12345678):

*JT\_BOUTIQUE\_DE\_DEMO\_12345678\_19W03.csv*

- **Monthly periodicity**

The file contains transactions made the month before. It is called:

*CODE\_SHOP-LABEL\_SHOP-ID\_MONTH\_VERSION.csv*

Transactions report generated on 2/1/2019, containing transactions made between 1/1/2019 and 1/31/2019 by the shop "BOUTIQUE\_DE\_DEMO" (ID: 12345678):

*JT\_BOUTIQUE\_DE\_DEMO\_12345678\_19M01.csv*

Note

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



## 6. USING PREFORMATTED REPORTS

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By default, the content of preformatted reports is configured on the Lyra Collect gateway. There are four types of preformatted reports available to the merchant:

### 1. Transactions report

Transactions report, also called **JT**, 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.

### 2. Operations report

Operations report, also called **JO**, is a workflow management tool. It informs the merchant about the evolution of the transaction lifecycle in his/her shop. The provided data can be processed automatically or manually. The merchant can analyze the content, update his/her databases.

### 3. Bank reconciliation report

Bank reconciliation report, also called **JRB**, is a workflow management tool. It allows the merchant to reconcile transactions performed on the payment platform with the payments that appear on his/her bank statement.

### 4. Chargebacks reconciliation report

Chargebacks reconciliation report, also called **JRI**, is a workflow management tool. It allows the merchant to reconcile transactions performed on the payment platform with the received non-payments.

Each preformatted report file consists of a series of records.

A "**record**" is a list of parameters separated by the ";" character ending with a carriage return. Thus, there is one record on every line.

The file will have the following structure:

- A "**Title**" record providing information about the identification of the report,
- A "**Header**" record containing transmission details,
- A variable amount of "**Details**" records containing information about the transactions in the report file,
- An "**End**" record that allows to verify the consistency of the transmitted file.

## 6.1. Understanding the structure of a transactions report

### The "Titre" (Title) record

The **Title** record provides information about the file characteristics for a better identification. It is populated as follows:

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	Shop name	
03	Delivery date and time (YY/MM/DD_hh:mm:ss)	
04	Version	<b>TABLE_V_CUSTOM</b>

### The "Entête" (Header) and "Details" records

The **Header** lists the various labels to be populated in the report. The information in **Details** populates the labels of the **Header** record for each transaction. The possible labels and values are presented in the following table:

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
01	ENTETE	Record code	<b>TRANSACTION</b>	
02	TRANSACTION_ID	Transaction identifier equivalent to <b>vads_trans_id</b>		
03	MERCHANT_ID	Merchant ID		Examples: <b>0+SIRET</b> (Business Directory Identification System) in France. <b>0+CRN</b> (Company Registration Number) in United-Kingdom <b>0+NIF</b> (Numero de Identificación Fiscal) in Spain
04	PAYMENT_MEANS	Payment method	<b>CARD</b>	Credit card transaction
05	CONTRACT	Merchant ID number		
06	TRANSACTION_TYPE	Transaction type	<ul style="list-style-type: none"> <li>• <b>CREDIT</b></li> <li>• <b>DEBIT</b></li> <li>• <b>VERIFICATION</b></li> <li>• <b>CANCEL</b></li> </ul>	<ul style="list-style-type: none"> <li>• Refund</li> <li>• Debit</li> <li>• Verification</li> <li>• Face to face transaction cancelled</li> </ul>
07	ORIGIN_AMOUNT	Transaction amount at the moment of payment expressed in the smallest currency unit		
08	AMOUNT	Transaction balance expressed in the smallest currency unit		
09	CURRENCY_CODE	Code of the transaction currency		See table <b>vads_currency</b> for more examples.
10	PAYMENT_DATE	Payment date		YYYYMMDD format
11	PAYMENT_TIME	Payment time		hhmmss format
12	CARD_VALIDITY	Payment method validity period		YYYYMMDD format
13	CARD_TYPE	Payment method		Examples: CB, VISA, MASTERCARD, etc.

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
14	CARD_NUMBER	Extracted from the payment card number		
15	RESPONSE_CODE	Response code to the authorization request	See chapter <b>vads_auth_result</b>	
16	COMPLEMENTARY_CODE	Risk assessment result (specific to shops that have enabled the module)	<b>empty</b>	No verifications made
			<b>00</b>	Verifications successfully performed
			<b>02</b>	The authorized outstanding amount threshold has been exceeded
			<b>03</b>	The card is in the merchant's greylist
			<b>04</b>	The issuing country of the card is on the greylist or is not on the merchant's whitelist
			<b>05</b>	The IP address is in the merchant's greylist
			<b>06</b>	The card is in the merchant's BIN greylist
			<b>07</b>	E-carte bleue control
			<b>08</b>	Transaction not guaranteed 3DS
			<b>14</b>	Control of a card with unconditional authorization
			<b>20</b>	Verification of the country consistency between the card issuing country, the IP address and country of the customer's address
<b>99</b>	A technical issue was encountered by the server when processing one of the local controls			
17	CERTIFICATE	Transaction certificate		
18	AUTORISATION_ID	Transaction authorization number		
19	CAPTURE_DATE	Emission date to the requested bank		YYYYMMDD format
20	TRANSACTION_STATUS	Status of the transaction	See chapter <b>vads_trans_status</b> on page 47	
21	RETURN_CONTEXT	Context of a buyer's purchase		One or several details (order_info, order_info2, order_info3, etc.) separated by the " " character
22	AUTORESPONSE_STATUS	Delivery status of the automatic response	<b>FAILED</b>	An automatic response transmitted to the merchant's server has failed
			<b>SENT</b>	An automatic response has been sent to the merchant's server
			<b>UNDEFINED</b>	No automatic response has been requested by the merchant
23	ORDER_ID	Order reference - Equivalent to <b>vads_order_id</b>		
24	CUSTOMER_ID	Buyer ID - Equivalent to <b>vads_cust_id</b>		

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
25	CUSTOMER_IP_ADDRESS	Buyer's IP address		
26	ACCOUNT_SERIAL	Token potentially followed by a recurring payment number - Equivalent to <b>vads_identifier</b> and <b>vads_subscription</b>		
27	TRANSACTION_CONDITION	3D Secure authentication result	<b>3D_SUCCESS</b>	The merchant and the cardholder have enabled 3D Secure and the card has been successfully authenticated
			<b>3D_FAILURE</b>	The merchant and the buyer have enabled 3D Secure but the authentication has failed
			<b>3D_ERROR</b>	The merchant has enabled 3D Secure but a technical issue has occurred
			<b>3D_NOTENROLLED</b>	The merchant has enabled 3D Secure but the buyer is not enrolled
			<b>3D_ATTEMPT</b>	The merchant and the cardholder have enabled 3D Secure but the cardholder was unable to authenticate
			<b>SSL</b>	The cardholder has not authenticated: <ul style="list-style-type: none"> <li>• or the card type is not supported by 3D Secure</li> <li>• or either the merchant or the cardholder has not enabled 3D Secure</li> </ul>
28	CAVV_UCAF	3D Secure certificate		3D Secure Cardholder Authentication Verification Value
29	COMPLEMENTARY_INFO	Details of the local verification result. Option reserved to the merchants who have enabled the Risk management module.	<b>CARD_COUNTRY=XXX</b>	XXX corresponds to the alphabetic country code in the Iso 3166 format
			<b>MAESTRO</b>	Value = YES   NO
			<b>CAS</b> (Card with unconditional authorization)	Value = YES   NO
			<b>ECBL</b> (E-carte bleue)	Value = YES   NO
			<b>CCC</b> (Country Card Consistency)	Value = YES   NO
			<b>BDOM</b>	Bank name
			<b>PRODUCTCODE</b>	Card product code
<b>BANKCODE</b>	Bank code			
30	BANK_RESPONSE_CODE	Response code of the bank that issued the authorization request	See chapter <b>vads_auth_result</b>	
31	3D_LS	3D Secure payment guarantee	YES	Payment guaranteed 3D Secure
			NO	Payment not guaranteed 3D Secure
			UNKNOWN	Payment guarantee cannot be determined following a technical error
32	INFO_EXTRA			

## Example of a file

This extract from Transactions report (JT) shows:

- a line of the **Title** record,
- a line of the **Header** record,
- two lines of the **Details** record each beginning with **TRANSACTION**.

```
TITRE;Lyra Collect;16/04/08_14:53:25;TABLE_V_CUSTOM;
ENTETE;TRANSACTION_ID;MERCHANT_ID;PAYMENT_MEANS;CONTRACT;
ORIGIN_AMOUNT;AMOUNT;CURRENCY_CODE;PAYMENT_DATE;PAYMENT_TIME;CARD_VALIDITY;
CARD_TYPE;CARD_NUMBER;RESPONSE_CODE;COMPLEMENTARY_CODE;CERTIFICATE;AUTHORISATION_ID;
CAPTURE_DATE;TRANSACTION_STATUS;RETURN_CONTEXT;AUTORESPONSE_STATUS;ORDER_ID;CUSTOMER_ID;
CUSTOMER_IP_ADDRESS;ACCOUNT_SERIAL;SESSION_ID;TRANSACTION_CONDITION;CAVV_UCAF;
COMPLEMENTARY_INFO;BANK_RESPONSE_CODE;3D_LS;INFO_EXTRA;
TRANSACTION;000001;000000000006523;CARD;2348858;9920;9920;978;20160208;095106;201802;
CB;4533.66;00;;4eb30dbd0968da1986024791f8a9cd53725bd6dce34774;349382;20160208;CAPTURED;
https://www.xxxxxx.com|https://www.yyyyyy.com|SENT;20160222;;170.000.000.000;;MA_SESSION;
SSL;;|Maestro=NO|BANKCODE=my banking establishment|PRODUCTCODE=F|;00;NO;;
TRANSACTION;000002;000000000006523;CARD;2348858;9920;9920;978;20160208;095304;201711;
CB;5136.49;00;;d32b4e69c5ed7e72b9c85273713bd1a1a;546203;20160208;CAPTURED;
https://www.zzzzzzzz.com|https://www.zxyyz.com;SENT;20160211;;80.15.00.00;;MA_SESSION;SSL;;
|Maestro=NO|BANKCODE= my bank| PRODUCTCODE=MDS | ;00;NO;;
```

## 6.2. Understanding the structure of an operations report

### The "Titre" (Title) record

The **Title** record provides information about the file characteristics for a better identification. It is populated as follows:

Pos.	Description	Values
01	Record code	TITRE
02	Shop name	
03	Delivery date and time (YY/MM/DD_hh:mm:ss)	
04	Version	TABLE_V3

### The "Entête" (Header) and "Details" records

The **Header** lists the various labels to be populated in the report. The information in **Details** populates the labels of the **Header** record for each transaction. The possible labels and values are presented in the following table:

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
01	ENTETE	Record code	<b>OPERATION</b>	
02	MERCHANT_ID	Merchant ID		Examples: <b>0+SIRET</b> (Business Directory Identification System) in France. <b>0+CRN</b> (Company Registration Number) in United-Kingdom <b>0+NIF</b> (Numero de Identificación Fiscal) in Spain
03	PAYMENT_DATE	Payment date		YYYYMMDD format
04	TRANSACTION_ID	Transaction identifier equivalent to <b>vads_trans_id</b>		
05	OPERATION_SEQUENCE	Operation number		
06	OPERATION_NAME	Type of the performed action	<b>MERCHANT_BO_CHECK_URL</b>	Invocation of the notification URL check: <ul style="list-style-type: none"> <li>during a payment, a modification or a duplication</li> </ul>
			<b>BATCH_AUTO_CHECK_URL</b>	<ul style="list-style-type: none"> <li>during authorization via tasks</li> </ul>
			<b>RECURRENCE_CHECK_URL</b>	<ul style="list-style-type: none"> <li>during a recurring payment</li> </ul>
			<b>FILE_CHECK_URL</b>	<ul style="list-style-type: none"> <li>during a payment by ID file</li> </ul>
			<b>PAYMENT_CHECK_URL</b>	<ul style="list-style-type: none"> <li>during a payment</li> </ul>
			<b>MANUAL_CHECK_URL</b>	Manual invocation of the notification URL check for an existing transaction
			<b>ADVICE</b>	The principle of forcing a transaction

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
			<b>AUTHOR</b>	Transaction authorization (in case the authorization is not performed in real time)
			<b>CANCEL</b>	Transaction cancellation
			<b>CREDIT_CAPTURE</b>	Capture in the bank: <ul style="list-style-type: none"> <li>of a refund</li> </ul>
			<b>DEBIT_CAPTURE</b>	<ul style="list-style-type: none"> <li>of a payment</li> </ul>
			<b>DUPLICATE</b>	Transaction duplication
			<b>CREDIT</b>	Transaction refund
			<b>EXPIRED</b>	Transaction expiration
			<b>MODIFICATION</b>	Transaction modification
			<b>TRANSACTION</b>	Manual payment entry
			<b>VALIDATE</b>	Transaction validation
			<b>WAIT</b>	Transaction queuing
			<b>REACTIVATION</b>	Transaction reactivation
07	OPERATION_AMOUNT	Transaction amount expressed in the smallest currency unit		
08	OPERATION_CURRENCY	Operation currency		<i>See table vads_currency for more examples.</i>
09	OPERATION_DATE	Operation date		
10	OPERATION_TIME	Operation time		
11	OPERATION_ORIGIN	ID of the user who performed the action.		Set to "Batch" if the operation was processed automatically
12	RESPONSE_CODE	Response code to the authorization request	See chapter <b>vads_auth_result</b>	
13	NEW_STATUS	New operation status	REFUSED	The transaction has been declined
			AUTHORISED_TO_VALIDATE	The transaction must be validated
			AUTHORISED	The transaction is waiting for capture
			CANCELLED	The transaction has been canceled
			CAPTURED	The transaction has been captured
			EXPIRED	The transaction has not been validated and has expire
			WAITING_AUTHORISATION_TO_VALIDATE	The transaction is waiting for an authorization request and must be validated
			WAITING_AUTHORISATION	The transaction is waiting for an authorization request
			UNDER_VERIFICATION	The transaction is waiting for PayPal verification
			CAPTURE_FAILED	Capture failed
14	RETURN_CONTEXT	Context of a buyer's purchase		One or several details (order_info, order_info2, order_info3, etc.)

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
				separated by the " " character

### The "Fin" (End) record

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

### Example of a file

This extract from the operations report (**JO**) shows:

- a line of the **Title** record,
- a line of the **Header** record,
- two lines from the **Details** record each beginning with **OPERATION**,
- a **Fin** (End) record line that marks the end of the document.

```
TITRE;Lyra Collect;16/04/08_14:53:25;TABLE_V3;
ENTETE;MERCHANT_ID;PAYMENT_DATE;TRANSACTION_ID;OPERATION_SEQUENCE;OPERATION_NAME;
OPERATION_AMOUNT;OPERATION_CURRENCY;OPERATION_DATE;OPERATION_TIME;OPERATION_ORIGIN;
RESPONSE_CODE;NEW_STATUS;
OPERATION;005008588532646;20110205;998174;1;DUPLICATE;9900;978;090205;121327;
test;00;TO_CAPTURE;;
OPERATION;005008588532646;20110205;998174;2;CANCEL;9900;978;090205;121400;
test;00;CANCELLED;;
FIN;
```



## 6.3. Understanding the structure of a bank reconciliation report V2

### The "Titre" (Title) record

The **Title** record provides information about the file characteristics for a better identification. It is populated as follows:

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	Shop name	
03	Delivery date and time (YY/MM/DD_hh:mm:ss)	
04	Version	<b>TABLE_V2</b>

### The "Entête" (Header) and "Details" records

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
01	ENTETE	Record code	<b>MATCHING</b>	
02	MERCHANT_COUNTRY	Merchant's country		<i>Example:</i> FR for France
03	MERCHANT_ID	Merchant ID		Examples: <b>O+SIRET</b> (Business Directory Identification System) in France. <b>O+CRN</b> (Company Registration Number) in United-Kingdom <b>O+NIF</b> (Numero de Identificación Fiscal) in Spain
04	CONTRACT	Merchant ID number		
05	PAYMENT_DATE	Payment date		YYYYMMDD format
06	TRANSACTION_ID	Transaction identifier equivalent to <b>vads_trans_id</b>		
07	ORIGIN_AMOUNT	Transaction amount in the original currency (expressed in the smallest currency unit)		
08	CURRENCY_CODE	Code of the transaction currency		<i>See table <b>vads_currency</b> for more examples.</i>
09	PAYMENT_METHOD	Payment method		
10	ORDER_ID	Order reference		
11	RETURN_CONTEXT	Context of a buyer's purchase		One or several details (order_info, order_info2, order_info3, etc.) separated by the " " character
12	CUSTOMER_ID	Buyer ID		
13	OPERATION_TYPE	Type of operation	<b>DT</b>	Debit
			<b>CT</b>	Credit
14	OPERATION_NUMBER	Operation sequence number		
15	REMITTANCE_DATE	Capture date		YYYYMMDD format
16	REMITTANCE_TIME	Capture time		
17	BRUT_AMOUNT	Gross amount of a captured transaction (expressed in the smallest currency unit)		
18	MATCH_STATUS	Reconciliation status	<b>MATCH_OK</b>	Reconciliation made

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
19	REMITTANCE_NB	Capture number		
20	NET_AMOUNT	Net amount (expressed in the smallest currency unit)		Specified only if the reconciliation is done automatically and the sued card is not a private card
21	COMMISSION_AMOUNT	Commission fee amount (expressed in the smallest currency unit)		
22	COMMISSION_CURRENCY	Commission currency		
23	INTERCHANGE	Amount of interchange fees		
24	SCHEME_CHARGE_AMOUNT	Amount of VISA / MASTERCARD network commission		
25	BANK_CHARGE_AMOUNT	Amount of bank commission		
26	CARD_NATURE	Card Nature	<ul style="list-style-type: none"> <li>• P</li> <li>• E</li> <li>• empty if non provided by acquirer</li> </ul>	<ul style="list-style-type: none"> <li>• P : Consumer Card</li> <li>• E : Commercial Card</li> </ul>
27	TRANSACTION_REGIONALITY	Geographic zone of the payment	<ul style="list-style-type: none"> <li>• FRA</li> <li>• UE</li> <li>• HUE</li> <li>• empty if non provided by acquirer</li> </ul>	<ul style="list-style-type: none"> <li>• FRA : Domestic</li> <li>• UE : Inside EEA</li> <li>• HUE : Outside EEA</li> </ul>
28	CARD_HOLDER_COUNTRY_CODE	Country code of the mean of payment	<ul style="list-style-type: none"> <li>• ISO 3166 alpha-3 code</li> <li>• empty if non provided by acquirer</li> </ul>	Example : FRA for France
29	CARD_SCHEME	Card Network	<ul style="list-style-type: none"> <li>• 1</li> <li>• 2</li> <li>• 3</li> <li>• 4</li> <li>• 9</li> <li>• empty if non provided by acquirer</li> </ul>	<ul style="list-style-type: none"> <li>• 1 : CB</li> <li>• 2 : VISA</li> <li>• 3 : MCI</li> <li>• 4 : ECI</li> <li>• 9 : Undetermined (CB or VISA)</li> </ul>
30	CARD_PRODUCT_CATEGORY	Product card category	<ul style="list-style-type: none"> <li>• D</li> <li>• C</li> <li>• P</li> </ul>	<ul style="list-style-type: none"> <li>• C : CREDIT</li> <li>• D : DEBIT</li> <li>• P : PREPAID</li> </ul>
31	ACQ_INFOS	Complementary info sent by acquirer	<b>CardCategory=XX</b>	XX can takes one of the following values: <ul style="list-style-type: none"> <li>• HE : Card outside EEA</li> <li>• CO : Commercial card intra EEA</li> <li>• DT : Debit card intra EEA</li> <li>• CT : Credit card intra EEA</li> </ul>

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
				<ul style="list-style-type: none"> <li>• UV : Universal card intra EEA (CB only)</li> <li>• NR : Unregulated credit card intra EEA</li> </ul>

### The "Fin" (End) record

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

### Example of a file

This extract from the bank reconciliation report (JRB) shows:

- a line of the **Title** record,
- a line of the **Header** record,
- two lines from the **Details** record each beginning with **MATCHING**,
- a **Fin** (End) record line that marks the end of the document.

```
TITRE;Lyra Collect;17/08/09 13:58:49;TABLE_V2;
ENTETE;MERCHANT_COUNTRY;MERCHANT_ID;CONTRACT;PAYMENT_DATE;TRANSACTION_ID;ORIGIN_AMOUNT;
CURRENCY_CODE;PAYMENT_METHOD;ORDER_ID;RETURN_CONTEXT;CUSTOMER_ID;OPERATION_TYPE;
OPERATION_NUMBER;REMITTANCE_DATE;REMITTANCE_TIME;BRUT_AMOUNT;MATCH_STATUS;REMITTANCE_NB;
NET_AMOUNT;COMMISSION_AMOUNT;COMMISSION_CURRENCY;INTERCHANGE;CARD_PRODUCT_CATEGORY;
SCHEME_CHARGE_AMOUNT;BANK_CHARGE_AMOUNT;CARD_NATURE;TRANSACTION_REGIONALITY;
CARD_HOLDER_COUNTRY_CODE;CARD_SCHEME;ACQ_INFOS;
MATCHING;FR;045251785700028;3668754;20170808;929644;5490;978;CB;C-100030479;;;DT;;20170808;
70703;5490;MATCH_OK;000132;5436;54;978;1.02;D;1.12345;3.45;E; UE;250;1;CardCategory=UV;
MATCHING;FR;045251785700028;4567654;20170811;936518;20000;978;CB;C-100030502;;;DT;;20170809;
70703;20000;MATCH_OK;267501;19800;200;978;1.08;1.12345;3.45;E; UE;;1;D;;
FIN;
```

## 6.4. Understanding the structure of a bank reconciliation report V3

### The "Titre" (Title) record

The **Title** record provides information about the file characteristics for a better identification. It is populated as follows:

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	Shop name	
03	Delivery date and time in W3C format	E.g : 2017-12-15T16:53Z
04	Version	<b>TABLE_V3</b>

### The "Entête" (Header) and "Details" records

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
01	ENTETE	Record code	<b>MATCHING</b>	
02	MERCHANT_COUNTRY	Merchant's country		<u>Example</u> : FR for France
03	MERCHANT_ID	Merchant ID		Examples: <b>O+SIRET</b> (Business Directory Identification System) in France. <b>O+CRN</b> (Company Registration Number) in United-Kingdom <b>O+NIF</b> (Numero de Identificación Fiscal) in Spain
04	CONTRACT	Merchant ID number		
05	PAYMENT_DATE	Date and time (UTC) of the payment.		W3C format in UTC time scale E.g : 2017-12-15T12:17Z
06	TRANSACTION_ID	Transaction identifier equivalent to <b>vads_trans_id</b>		
07	ORIGIN_AMOUNT	Transaction amount in the original currency (expressed in the smallest currency unit)		
08	CURRENCY_CODE	Code of the transaction currency		<i>See table <b>vads_currency</b> for more examples.</i>
09	PAYMENT_METHOD	Payment method		
10	ORDER_ID	Order reference		
11	RETURN_CONTEXT	Context of a buyer's purchase		One or several details (order_info, order_info2, order_info3, etc.) separated by the " " character
12	CUSTOMER_ID	Buyer ID		
13	OPERATION_TYPE	Type of operation	<b>DT</b>	Debit
			<b>CT</b>	Credit
14	OPERATION_NUMBER	Operation sequence number		
15	REMITTANCE_DATE	Date and time (UTC) of the capture.		W3C format in UTC time scale E.g : 017-12-15T23:05Z
16	BRUT_AMOUNT	Gross amount of a captured transaction		

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
		(expressed in the smallest currency unit)		
17	MATCH_STATUS	Reconciliation status	MATCH_OK	Reconciliation made
18	REMITTANCE_NB	Capture number		
19	NET_AMOUNT	Net amount (expressed in the smallest currency unit)		Specified only if the reconciliation is done automatically and the sued card is not a private card
20	COMMISSION_AMOUNT	Commission fee amount (expressed in the smallest currency unit)		
21	COMMISSION_CURRENCY	Commission currency		
22	INTERCHANGE	Amount of interchange fees		
23	SCHEME_CHARGE_AMOUNT	Amount of VISA / MASTERCARD network commission		
24	BANK_CHARGE_AMOUNT	Amount of bank commission		
25	CARD_NATURE	Card Nature	<ul style="list-style-type: none"> <li>• P</li> <li>• E</li> <li>• empty if non provided by acquirer</li> </ul>	<ul style="list-style-type: none"> <li>• P : Consumer Card</li> <li>• E : Commercial Card</li> </ul>
26	TRANSACTION_REGIONALITY	Geographic zone of the payment	<ul style="list-style-type: none"> <li>• FRA</li> <li>• UE</li> <li>• HUE</li> <li>• empty if non provided by acquirer</li> </ul>	<ul style="list-style-type: none"> <li>• FRA : Domestic</li> <li>• UE : Inside EEA</li> <li>• HUE : Outside EEA</li> </ul>
27	CARD_HOLDER_COUNTRY_CODE	Country code of the mean of payment	<ul style="list-style-type: none"> <li>• ISO 3166 alpha-3 code</li> <li>• empty if non provided by acquirer</li> </ul>	Example : FRA for France
28	CARD_SCHEME	Card Network	<ul style="list-style-type: none"> <li>• 1</li> <li>• 2</li> <li>• 3</li> <li>• 4</li> <li>• 9</li> <li>• empty if non provided by acquirer</li> </ul>	<ul style="list-style-type: none"> <li>• 1 : CB</li> <li>• 2 : VISA</li> <li>• 3 : MCI</li> <li>• 4 : ECI</li> <li>• 9 : Undetermined (CB or VISA)</li> </ul>
29	CARD_PRODUCT_CATEGORY	Product card category	<ul style="list-style-type: none"> <li>• D</li> <li>• C</li> <li>• P</li> </ul>	<ul style="list-style-type: none"> <li>• C : CREDIT</li> <li>• D : DEBIT</li> <li>• P : PREPAID</li> </ul>
30	ACQ_INFOS	Complementary info sent by acquirer	<b>CardCategory=XX</b>	<p>XX can takes one of the following values:</p> <ul style="list-style-type: none"> <li>• HE : Card outside EEA</li> <li>• CO : Commercial card intra EEA</li> <li>• DT : Debit card intra EEA</li> </ul>

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
				<ul style="list-style-type: none"> <li>CT : Credit card intra EEA</li> <li>UV : Universal card intra EEA (CB only)</li> <li>NR : Unregulated credit card intra EEA</li> </ul>
31	TRANSACTION_UUID	Unique ID of the transaction		
32	DATA_COMP_1	Unique ID of the initial transaction		UUID of the initial transaction in case of refund.
33	DATA_COMP_2	Date of the value		W3C format in UTC time scale E.g : 2018-08-10T10:14Z
34	DATA_COMP_3	Technical identifier of the capture		
35	DATA_COMP_4	Token or UMR associated with the payment.		
36	DATA_COMP_5	Archiving reference		
37	DATA_COMP_6	First name + Name of the buyer or legal name.		
38	DATA_COMP_7	Funds transfer date in YYYYMMDDhhmmss format		
39	DATA_COMP_8	SEPA Creditor Identifier (ICS).		
40	DATA_COMP_9	Reserved for future use		
41	DATA_COMP_10	Reserved for future use		
42	DATA_COMP_11	Reserved for future use		
43	DATA_COMP_12	Reserved for future use		
44	DATA_COMP_13	Reserved for future use		
45	DATA_COMP_14	Reserved for future use		
46	DATA_COMP_15	Reserved for future use		
47	DATA_COMP_16	Reserved for future use		
48	DATA_COMP_17	Reserved for future use		
49	DATA_COMP_18	Reserved for future use		
50	DATA_COMP_19	Reserved for future use		
51	DATA_COMP_20	Reserved for future use		

### The "Fin" (End) record

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

### Example of a file

This extract from the bank reconciliation report (**JRB**) shows:

- a line of the **Title** record,
- a line of the **Header** record,
- two lines from the **Details** record each beginning with **MATCHING**,

- a **Fin (End)** record line that marks the end of the document.

```

TITRE;Lyra Collect;2017-12-15T16:53Z;TABLE_V3;
ENTETE;MERCHANT_COUNTRY;MERCHANT_ID;CONTRACT;PAYMENT_DATE;TRANSACTION_ID;ORIGIN_AMOUNT;
CURRENCY_CODE;PAYMENT_METHOD;ORDER_ID;RETURN_CONTEXT;CUSTOMER_ID;OPERATION_TYPE;
OPERATION_NUMBER;REMITTANCE_DATE;BRUT_AMOUNT;MATCH_STATUS;REMITTANCE_NB;
NET_AMOUNT;COMMISSION_AMOUNT;COMMISSION_CURRENCY;INTERCHANGE;CARD_PRODUCT_CATEGORY;
SCHEME_CHARGE_AMOUNT;BANK_CHARGE_AMOUNT;CARD_NATURE;TRANSACTION_REGIONALITY;
CARD_HOLDER_COUNTRY_CODE;CARD_SCHEME;ACQ_INFOS;TRANSACTION_UUID;DATA_COMP_1;
DATA_COMP_2;DATA_COMP_3;DATA_COMP_4;DATA_COMP_5;DATA_COMP_6;DATA_COMP_7;DATA_COMP_8;
DATA_COMP_9;DATA_COMP_10;DATA_COMP_11;DATA_COMP_12;DATA_COMP_13;DATA_COMP_14;DATA_COMP_15;
DATA_COMP_16;DATA_COMP_17;DATA_COMP_18;DATA_COMP_19;DATA_COMP_20
MATCHING;FR;045251785700028;3668754;2017-12-15T12:17Z;929644;5490;978;CB;C-100030479;;;DT;;
2017-12-15T23:05Z;5490;MATCH_OK;000132;5436;54;978;1.02;D;1.123;3.45;E;UE;250;1;CardCategory=UV;
cf7b10f898e94fd1aaaaa7a62f965817;;;;;;;;;;;;;
MATCHING;FR;045251785700028;4567654;2017-12-15T23:45Z;936518;20000;978;CB;C-100030502;;;DT;;
2017-12-15T23:05Z;20000;MATCH_OK;267501;19800;200;978;1.08;1.123;3.45;E;UE;;1;D;;
6fb0944bec7c4b76b9227e488ee317be;;;;;;;;;;;;;
FIN;

```

## 6.5. Understanding the structure of a chargebacks reconciliation report

### The "Titre" (Title) record

The **Title** record provides information about the file characteristics for a better identification. It is populated as follows:

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	Shop name	
03	Delivery date and time (YY/MM/DD_hh:mm:ss)	
04	Version	<b>V1</b>
05	File description	CHARGEBACK RECONCILIATIONS OF THE DAY

### The "Entête" (Header) and "Details" records

The **Header** lists the various labels to be populated in the report. The information in **Details** populates the labels of the **Header** record for each transaction. The possible labels and values are presented in the following table:

Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
01	ENTETE	Record code	<b>DETAIL</b>	
02	MERCHANT_COUNTRY	Merchant's country		<u>Example</u> : FR for France
03	MERCHANT_ID	Merchant ID		Examples: <b>O+SIRET</b> (Business Directory Identification System) in France. <b>O+CRN</b> (Company Registration Number) in United-Kingdom <b>O+NIF</b> (Numero de Identificación Fiscal) in Spain
04	CONTRACT	Merchant ID number		
05	PAYMENT_DATE	Payment date		YYYYMMDD format
06	TRANSACTION_ID	Transaction identifier equivalent to <b>vads_trans_id</b>		
07	OPERATION_TYPE	Type of operation	<b>DT</b>	Debit
			<b>CT</b>	Credit
08	SOURCE_AMOUNT	Gross amount of the invoice		
09	SIRET	<u>Examples</u> :		
10	UNPAID_NB	Number of the non-payment folder		
11	UNPAID_CODE	Code of the non-payment		
12	CURRENCY_CODE	Code of the transaction currency		<i>See table <b>vads_currency</b> for more examples.</i>
13	CONTRACT_TYPE	Type of contract		
14	POS_NB	Number of the point of sale		
15	REMITTANCE_DATE	Capture date		YYYYMMDD format
16	EXCHANGE_AMOUNT	Amount of the invoice in counter currency		
17	VALUE_DATE	Date of the value		YYYYMMDD format



Pos.	"Entête" (Header) record		"Details" record	
	Label	Description	Possible value	Meaning
18	UNPAID_AMOUNT			
19	EXCHANGE_UNPAID_AMOUNT	Amount of the non-payment in counter currency		
20	EXCHANGE_CURRENCY_CODE	Currency code of the counter currency		
21	CHARGED_BANK_CODE	Bank code to apply		
22	CHARGED_COUNTER	Original counter code		
23	CHARGED_ACCOUNT	Account number		
24	CHARGED_ADMIN_ACCOUNT	Administrator account		
25	PBA_REMIT_NB	PBA capture number		
26	MATCH_STATUS	Reconciliation status	MATCH_OK	Reconciliation made
			MATCH_ANALYSE	To be analyzed
			R_CHARGEBACK	SEPA chargeback
27	CUSTOMER_ID	Buyer ID		The value depends on the merchant's request
28	ORDER_ID	Order reference		
29	RETURN_CONTEXT	Context of a buyer's purchase		
30	TRANSACTION_STATUS	Current transaction status		
31	CURRENT_AMOUNT	Current transaction amount		The value is: the captured amount minus the refunded amount or the amount waiting for refund
32	ORIGIN_AMOUNT	Initial transaction amount		
33	CARD_TYPE	Card type		Example: CB, VISA, etc.
34	CHARGED_CARD_TYPE	Type of non-payment		
35	UNPAID_SETTLE_DATE	Non-payment settlement date		YYYYMMDD format
36	UNPAID_DOC_REASON	Motive of the document request		
37	UNPAID_DOC_DATE	Date of request for documentation		YYYYMMDD format

### The "Fin" (End) record

Pos.	Description	Values
01	Record code	FIN

### Example of a file

This extract from the chargeback reconciliations report (JRI) shows:

- a line of the **Title** record,
- a line of the **Header** record,
- two lines from the **Details** record each beginning with **DETAIL**,
- a **Fin** (End) record line that marks the end of the document.

```
TITRE;Lyra Collect;16/04/08_14:53:25;V1;LES IMPAYES RAPPROCHES DU JOUR;
ENTETE;MERCHANT_COUNTRY;MERCHANT_ID;CONTRACT;PAYMENT_DATE;TRANSACTION_ID;OPERATION_TYPE;
SOURCE_AMOUNT;SIRET;UNPAID_NB;UNPAID_CODE;CURRENCY_CODE;CONTRACT_TYPE;POS_NB;
REMITTANCE_DATE;EXCHANGE_AMOUNT;VALUE_DATE;UNPAID_AMOUNT;EXCHANGE_UNPAID_AMOUNT;
EXCHANGE_CURRENCY_CODE;CHARGED_BANK_CODE;CHARGED_COUNTER;CHARGED_ACCOUNT;
```

```
CHARGED_ADMIN_ACCOUNT;PBA_REMIT_NB;MATCH_STATUS;CUSTOMER_ID;ORDER_ID;RETURN_CONTEXT;  
TRANSACTION_STATUS;CURRENT_AMOUNT;ORIGIN_AMOUNT;CARD_TYPE;CHARGED_CARD_TYPE;  
UNPAID_SETTLE_DATE;UNPAID_DOC_REASON;UNPAID_DOC_DATE  
DETAIL;FR;4,11111E+13;5555555;20141004;148413;D;1859;4,29423E+13;651380;45;EUR;3;58000502;  
20141005;0;;1854;1854;;10107;175;524111114;175;833971;MATCH_OK;147581;148413;;CAPTURED;  
1859;1859;CB;; ;  
DETAIL;FR;4,22222E+13;5444444;20140917;140331;D;719;4,29423E+13;651382;45;EUR;3;5800002;  
20140918;0; ;718;718;;10107;175;524222224;175;733001;MATCH_OK;168357;140331;;CAPTURED;  
719;719;CB;; ;  
FIN;
```

## 7. CUSTOMIZING REPORTING FILES

The merchant can customize certain report settings.

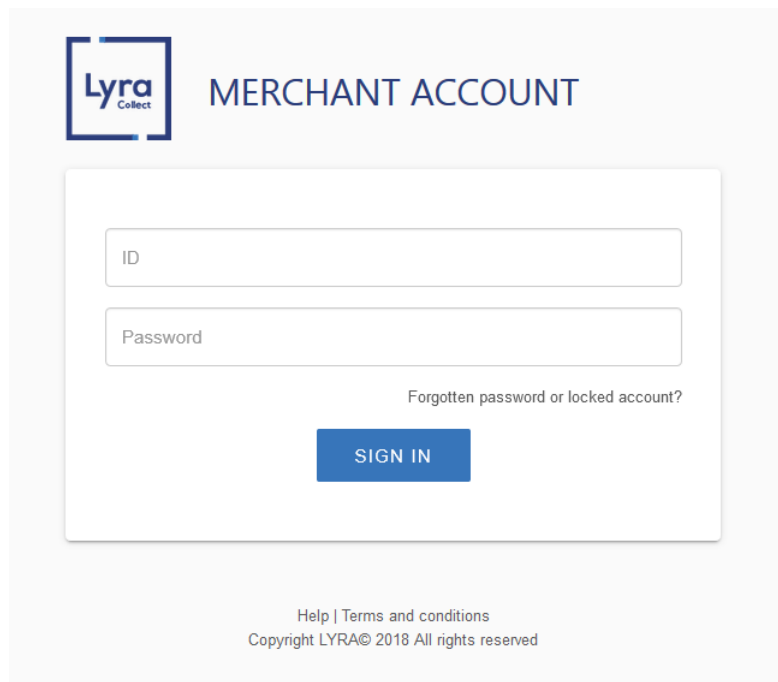
Customizable item	JO	JT	JRB	JRI
Frequency selection	✓	✓	✓	✓
Character encoding selection	✓	✓	✓	✓
Sending empty reports	✓	✓	✓	✓
List of destinators	✓	✓	✓	✓
Resending reports	✓	✓	✓	✗
Content report customization	✗	✓	✗	✗

The customization is available from the Expert Back Office (**Reports** tab accessible via the **Settings > Shop > [Name of his/her shop]** menu).

### 7.1. Signing in to the Lyra Collect Back Office

Sign in the Back Office:

<https://secure.lyra.com/portal/>



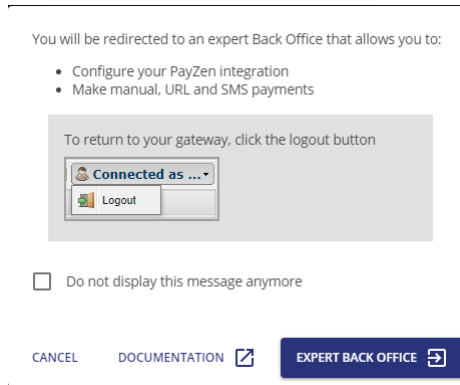
1. Enter your login.
2. Enter your password.
3. Click **Login**.

In case of an entry error of the login and/or password, the error message *“Invalid username or password”* will appear.

You can correct your entry or click on the link **Forgotten password or locked account**.

#### 4. Click **Other actions**.

The following window appears:



#### 5. Click on **Expert Back Office** to access your Expert Back Office

## 7.2. Setting the reception frequency

---

1. Open the tab of the desired report.

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

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

3. Click **Save**.

## 7.3. Setting the sending of empty files

---

By default, the payment gateway does not send empty reporting files. However for technical reasons the merchant may need to recover a file (empty or not) every day.

To enable sending of empty reporting files:

1. Open the tab of the desired report.

2. In **General Settings**, tick the **Sending empty reports** box.

3. Click **Save**.

## 7.4. Setting up reception by e-mail

---

To enable the sending of reporting files by e-mail, you must enter at least one destination e-mail address.

**To enable log delivery by email:**

1. Open the tab of the desired report.
2. In **General Settings**, 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. Open the tab of the desired report.
2. In **General Settings**, select the address of the recipient to delete.
3. Click on **Delete**.
4. Click **Save**.

## 7.5. Customizing "JT" reporting files

The transactions report can be customized in the **Transactions report** tab. The merchant can manage the content from two different locations:

- **Workspace report settings**

The workspace report is always available to the merchant to apply modifications. 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 platform for distributing the transactions report. The merchant can customize the report directly in the **Active report settings**. However, it is recommended to work in the **Workspace report settings** and then shift the modifications.

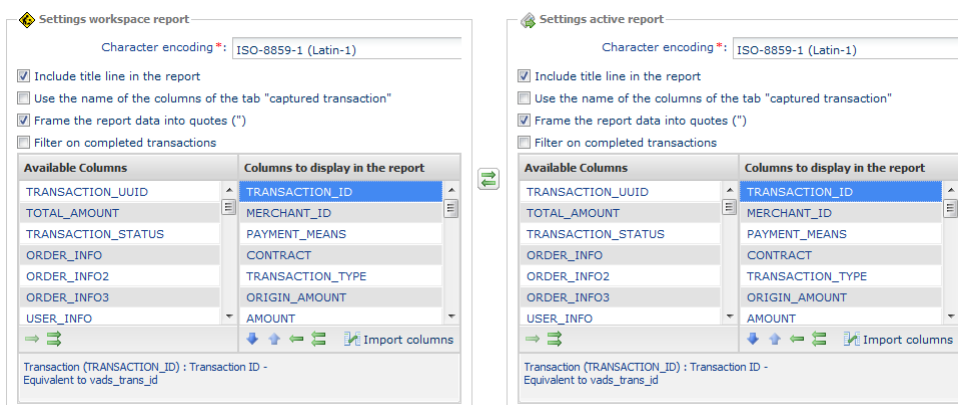



Figure 1: Workspace report settings and Active report settings

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

### Configuring technical data

To select the character encoding of the report:

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

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

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

*Note: once saved, the **Format and version** label of the **Titre (Title)** record will be set to **TABLE\_VCUSTOM**.*

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

Displaying column titles on the **Captured Transactions** tab provides better readability especially in Microsoft Excel.

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

1. Select the desired tab: **Workspace report settings** or **Active report settings**.
2. Check or uncheck the checkbox **Use the names of the columns of the Captured transactions tab**.
3. Click **Save**.

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

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

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

**In order to apply a filter to finalized transactions:**

The final statuses are: CAPTURED, EXPIRED, REFUSED, CANCELLED.

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

**Managing the content**

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

The merchant can:

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









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

Table 1: Table of icons used to customize the column display

**In order to reverse the column order:**

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

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

4. Click on the **(2)** icon to move the column/s upwards.

5. Click **Save**.

**To delete one or several columns:**

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

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

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

2. Select the desired column. You can select several columns by pressing the CTRL button on your keyboard.

3. Click on the **(4)** icon to delete the selected column/s.

4. Click **Save**.

**To delete all the columns in one action:**

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

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

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

2. Click on the **(6)** icon below **Columns to display in the report**.

3. Click **Save**.

**To add one or several columns:**

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

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

2. Select the desired column. You can select several columns by pressing the CTRL button on your keyboard.

3. Click on the **(3)** icon to delete the selected column/s.

4. Click **Save**.

**To add all the columns in one action:**

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

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

2. Click on the **(5)** icon below **Available columns**.

3. Click **Save**.

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

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

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

2. Click on the **Import columns** icon **(7)**

3. Click **Save**.



## Data available for customization

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

"Entête" (Header) record		"Details" record
Label	Description	Meaning
AUTH_DATE	Authorization date (YYYYMMDD)	
CONTRIB	Contribution	Idem vads_contrib
CUSTOMER_ADDRESS	Buyer's address	Idem vads_cust_address
CUSTOMER_CITY	Buyer's city	Idem vads_cust_city
CUSTOMER_COUNTRY	Buyer's country	Idem vads_cust_country
CUSTOMER_FIRSTNAME	Buyer's first name	Idem vads_cust_first_name
CUSTOMER_MAIL	Buyer's e-mail address	Idem vads_cust_email
CUSTOMER_MOBILE_PHONE	Buyer's mobile phone	Idem vads_cust_cell_phone
CUSTOMER_NAME	Buyer's last name	Idem vads_cust_last_name
CUSTOMER_NATIONAL_ID	Buyer's national identifier (CPF/CNPF in Brazil).	Idem vads_cust_national_id
CUSTOMER_PHONE	Buyer's phone	Idem vads_cust_phone
CUSTOMER_STATE	Buyer's state	Idem vads_cust_state
CUSTOMER_TITLE	Buyer's title	Idem vads_cust_title
CUSTOMER_ZIP_CODE	Buyer's postal code	Idem vads_cust_zip
ERROR_CODE	Error details in case of declined payment	Idem vads_payment_error
LITIGES	Reconciliation of the chargeback	<ul style="list-style-type: none"> <li>• <b>true</b> The chargeback reconciliation option for non-payments is enabled and a lawsuit has been filed concerning the transaction regardless of the dispute outcome</li> <li>• <b>false</b> The Chargeback reconciliation option for non-payments is enabled and no lawsuits have been filed concerning the transaction</li> <li>• <b>empty</b> The Chargeback reconciliation option for non-payments is not enabled</li> </ul>
MATCH_STATUS	Reconciliation status	
NSU	Unique sequence number (Latina America)	Idem vads_authent_nsu
ORDER_INFO	Context of a buyer's purchase	Idem vads_order_info
ORDER_INFO2		Idem vads_order_info2
ORDER_INFO3		Idem vads_order_info3
PAYMENT_MEANS_TOKEN	Token	Idem vads_identifier
REMITTANCE_DATE	Capture date (YYYYMMDD)	
REMITTANCE_NB	Capture number	
SEQUENCE_NUMBER	Installment payment sequence number	Idem vads_sequence_number
SHIPPING_ADDRESS	Shipping address	Idem vads_ship_to_street
SHIPPING_CITY	Shipping city	Idem vads_ship_to_city
SHIPPING_COUNTRY	Shipping country	Idem vads_ship_to_country
SHIPPING_DISTRICT	Shipping district/area	Idem vads_ship_to_district
SHIPPING_NAME	Recipient's last name	Idem vads_ship_to_name
SHIPPING_PHONE	Recipient's phone	Idem vads_ship_to_phone_num

"Entête" (Header) record		"Details" record
Label	Description	Meaning
SHIPPING_STATE	Shipping state/region	Idem vads_ship_to_state
SHIPPING_ZIP_CODE	Shipping zip code	Idem vads_ship_to_zip
SHOP_KEY	Shop ID	Idem vads_site_id
SHOP_NAME	Reference of the shop	Idem vads_shop_name
TOTAL_AMOUNT	Total amount of the transaction	
TRANSACTION_ID_EXT	External transaction reference	Idem vads_ext_trans_id
TRANSACTION_UUID	UUID (Universally Unique Identifier) - transaction identifier	Idem vads_trans_uuid
USER_INFO	User details	

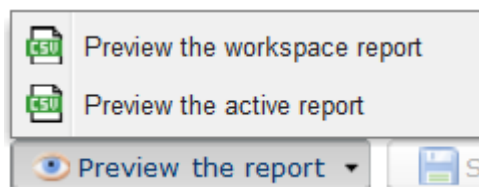
## **Previewing the transactions report**

The merchant can view the saved modifications at any time.

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

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

Two possibilities for preview appear:



2. Select the report to preview:

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

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

*Example: PREVIEW\_WORK\_JT\_Shop\_97738514\_1020416.csv*

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

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

*Example: PREVIEW\_JT\_Shop\_97738514\_1020416.csv*

## 8. REGENERATION OF A REPORT

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*Attention: The **Regeneration of a report** function is not available for the Chargebacks reconciliation report (JRI).*

1. From the **Settings > Shop > Logs** menu of your Expert Back Office,
2. Open the tab of the desired report.
3. In **Regeneration of a report**, click on the icon **Date of the report to re-edit**.
4. Select the desired regeneration date.

*Attention: 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.

### **Note:**

During the reissue, the system regenerates the log. This operation can last several minutes, a waiting time of 5 minutes is set between 2 reissue requests.

## 9. APPENDIX

### 9.1. Table of formats

The table of formats presents all the labels of preformatted and customizable reports in alphabetic order.

Description	Format	Description	Format
3D_LS	a..16	INFO_EXTRA	an..64
ACCOUNT_SERIAL	an..128	INTERCHANGE	n..22
ACQ_INFOS	ans..255	LITIGES	(enum)
AMOUNT	n..22	MATCH_STATUS	ans..32 (enum)
AUTH_DATE	n8	MERCHANT_COUNTRY	a2
AUTORESPONSE_STATUS	ans..32	MERCHANT_ID	n..32
AUTORISATION_ID	an..20	MODE_REGLEMENT	vide
BANK_CHARGE_AMOUNT	n..22	NET_AMOUNT	n..22
BANK_RESPONSE_CODE	n2	NEW_STATUS	ans..32 (enum)
BRUT_AMOUNT	n..22	OPERATION_AMOUNT	n..22
CAPTURE_DATE	n8	OPERATION_CURRENCY	n3
CARD_HOLDER_COUNTRY_CODE	a3	OPERATION_DATE	n6
CARD_NATURE	a1	OPERATION_NAME	an..32 (enum)
CARD_NUMBER	n..19	OPERATION_NUMBER	n..3
CARD_PRODUCT_CATEGORY	a1	OPERATION_ORIGIN	ans..64
CARD_SCHEME	n1	OPERATION_TIME	n6
CARD_VALIDITY	n6	OPERATION_TYPE	ans..16 (enum)
CAVV_UCAF	ans..64	OPERATION_SEQUENCE	n..3
CERTIFICATE	ans..64	ORDER_ID	an..64
COMMISSION_AMOUNT	n..22	ORDER_INFO	ans..255
COMMISSION_CURRENCY	n3	ORDER_INFO2	ans..255
COMPLEMENTARY_CODE	n2	ORDER_INFO3	ans..255
COMPLEMENTARY_INFO	ans..255 (enum)	ORIGIN_AMOUNT	n..22
CONTRACT	n..16	PAYMENT_DATE	n8 (JRB v2) / n14 (JRB v3)
CONTRIB	an..128	PAYMENT_MEANS	ans..16
CURRENCY_CODE	n3	PAYMENT_METHOD	ans..16
CUSTOMER_ADDRESS	an..255	PAYMENT_TIME	n6
CUSTOMER_CITY	a..128	REMITTANCE_DATE	n8 (JRB v2) / n14 (JRB v3)
CUSTOMER_COUNTRY	an..40	REMITTANCE_NB	n6
CUSTOMER_ID	an..80	REMITTANCE_TIME	n6
CUSTOMER_IP_ADDRESS	n..15	RESPONSE_CODE	n2
CUSTOMER_MAIL	ans..150	RETURN_CONTEXT	ans..500
CUSTOMER_MOBILE_PHONE	an..32	SEQUENCE_NUMBER	n..3
CUSTOMER_NAME	a..128	SHIPPING_ADDRESS	an..128
CUSTOMER_PHONE	an..32	SHIPPING_CITY	a..128
CUSTOMER_STATE	an..128	SHIPPING_COUNTRY	an..40
CUSTOMER_TITLE	a..80	SHIPPING_DISTRICT	an..127
CUSTOMER_ZIP_CODE	an..64	SHIPPING_NAME	a..128
DATA_COMP_1	an..32	SHIPPING_PHONE	an..32
DATA_COMP_2	n14	SHIPPING_STATE	an..128
DATA_COMP_3	n15	SHIPPING_ZIP_CODE	an..64

Description	Format	Description	Format
DATA_COMP_4	an..50	SHOP_NAME	an..130
DATA_COMP_5	an..128	TRANSACTION_CONDITION	ans..20 (enum)
DATA_COMP_6	an..257	TRANSACTION_ID	an6
DATA_COMP_7	n14	TRANSACTION_REGIONALITY	a..3
DATA_COMP_8	an..35	TRANSACTION_STATUS	ans..32 (enum)
DATE	a11	TRANSACTION_TYPE	ans..16(enum)
ENTETE	a8	TRANSACTION_UUID	ans32
ERROR_CODE	n..3	USER_INFO	an..255

## 9.2. Table of correspondence : label used in reporting and payment form fields

Labels and fields are sorted by category in the following tables.

- **Technical informations.**

Label used in reporting	Form field name	Description
CERTIFICATE	<b>signature</b>	Transaction certificate.
CONTRIB	<b>vads_contrib</b>	eCommerce Solution used for the payment (Joomla!, osCommerce, etc.).
COMPLEMENTARY_CODE	<b>vads_extra_result</b>	Risk assessment result (specific to shops that have enabled the feature). Its meaning depends on the value entered in <b>vads_result</b> .
RESPONSE_CODE	<b>vads_result</b>	Return code of the requested action.
ERROR_CODE	<b>vads_payment_error</b>	Error codes that may appear when a payment has been declined.

- **Payment method details.**

Label used in reporting	Form field name	Description
CARD_TYPE	<b>vads_card_brand</b>	Payment method used, if available (empty otherwise). Values for CARD_TYPE are the same as <b>vads_payment_cards</b> .
CARD_NUMBER	<b>vads_card_number</b>	Masked card number.
CARD_VALIDITY	<b>vads_expiry_month</b>	Expiration month of the payment card.
	<b>vads_expiry_year</b>	Expiration year of the payment card.

- **Buyer details.**

Label used in reporting	Form field name	Description
CUSTOMER_ADDRESS	<b>vads_cust_address</b>	Buyer's postal address.
CUSTOMER_MOBILE_PHONE	<b>vads_cust_cell_phone</b>	Buyer's mobile phone number.
CUSTOMER_CITY	<b>vads_cust_city</b>	Buyer's city.
CUSTOMER_COUNTRY	<b>vads_cust_country</b>	Buyer's country code in compliance with the ISO 3166 standard.
CUSTOMER_MAIL	<b>vads_cust_email</b>	Buyer's e-mail address.
CUSTOMER_FIRSTNAME	<b>vads_cust_first_name</b>	Buyer's first name.
CUSTOMER_ID	<b>vads_cust_id</b>	Buyer ID (identification by the merchant).
CUSTOMER_NAME	<b>vads_cust_last_name</b>	Buyer's name.
CUSTOMER_PHONE	<b>vads_cust_phone</b>	Buyer's phone number.
CUSTOMER_STATE	<b>vads_cust_state</b>	Buyer's state/region.
CUSTOMER_TITLE	<b>vads_cust_title</b>	Buyer's title.
CUSTOMER_ZIP_CODE	<b>vads_cust_zip</b>	Buyer's ZIP code.

- **Order details.**

Label used in reporting	Form field name	Description
INFO_EXTRA	vads_ext_info	Custom fields allowing to add optional field to the confirmation e-mail sent to the merchant and to the IPN URL.
ORDER_ID	vads_order_id	Order ID.
ORDER_INFO	vads_order_info	Order description.
ORDER_INFO2	vads_order_info2	Order description.
ORDER_INFO3	vads_order_info3	Order description.

- **Shipping details.**

Label used in reporting	Form field name	Description
SHIPPING_ADDRESS	vads_ship_to_address	Shipping address
SHIPPING_CITY	vads_ship_to_city	Shipping city.
SHIPPING_COUNTRY	vads_ship_to_country	Shipping buyer's country code in compliance with the ISO 3166 standard.
SHIPPING_DISTRICT	vads_ship_to_district	Shipping district.
SHIPPING_NAME	vads_ship_to_name	Shipping buyer's last name.
SHIPPING_PHONE	vads_ship_to_phone_num	Shipping buyer's phone number.
SHIPPING_STATE	vads_ship_to_state	Buyer's state/region.
USER_INFO	vads_ship_to_user_info	Information about the user who initiate the payment or legal identifier CPF/CNPJ.
SHIPPING_ZIP_CODE	vads_ship_to_zip	Buyer's ZIP code.

- **Transaction details.**

Label used in reporting	Form field name	Description
AMOUNT	vads_amount	The amount of the transaction presented in the smallest unit of the currency .
AUTORISATION_ID	vads_auth_number	Authorization number returned by the bank server.
BANK_RESPONSE_CODE	vads_auth_result	Return code of the authorization request returned by the issuing bank.
CONTRACT	vads_contract_used	Merchant ID used for the payment.
	vads_contracts	Merchant ID to be used for the payment.
CURRENCY_CODE	vads_currency	Code of the currency to use for the payment.
ORIGIN_AMOUNT	vads_effective_amount	The amount of the transaction presented in the smallest unit of the currency used to capture the payment.
REMITTANCE_DATE	vads_presentation_date	Capture date
OPERATION_TYPE	vads_operation_type	Type of operation (DT: charge, CT: refund)
CARD_TYPE	vads_payment_cards	Type of payment method.
SEQUENCE_NUMBER	vads_sequence_number	Installment payment sequence number.
PAYMENT_DATE	vads_trans_date	Date and time in the GMT+0 (UTC) format on a 24-hour clock (YYYYMMDDHHMMSS).
PAYMENT_TIME		
TRANSACTION_ID	vads_trans_id	Unique ID of a transaction.
TRANSACTION_STATUS	vads_trans_status	Status of the transaction.
TRANSACTION_UUID	vads_trans_uuid	Unique transaction reference generated by the payment gateway.

- **Information about the 3DS authentication.**

Label used in reporting	Form field name	Description
CAVV_UCAF	vads_threeds_cavv	Designates the cardholder's authentication through the ACS. It is populated by the 3DS authentication server (ACS) when the buyer has been correctly authenticated ( <i>vads_threeds_status</i> equals « Y » or « A »).

Label used in reporting	Form field name	Description
TRANSACTION_CONDITION	<b>vads_threeds_exit_status</b>	Final status of 3D Secure authentication. Populated by the payment gateway.
3D_LS	<b>vads_threeds_status</b>	Defines the cardholder's authentication status. Populated by the 3DS authentication server (ACS) during the 3D Secure authentication.

- **Information about the subscription.**

Label used in reporting	Form field name	Description
ACCOUNT_SERIAL	<b>vads_identifier</b>	Unique ID (token or unique mandate reference) associated with a payment method.
	<b>vads_subscription</b>	ID of the subscription ID to create.

- **Payment page customization.**

Label used in reporting	Form field name	Description
SHOP_NAME	<b>vads_shop_name</b>	Allows to define the shop name as it appears in the summary payment page, the receipt and the confirmation payment e-mail.

## 9.3. vads\_auth\_result

**Description** Return code of the authorization request returned by the issuing bank, if available.  
*Output field, returned in the response (IPN and Return URL).*

**Format** an..3

**Possible values**

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

Table 2: Return codes specific the CB network



Code	Description
000	Approved
001	Approved with an ID
002	Partial approval (Prepaid Cards only)
100	Rejected
101	Expired card / Invalid expiry date
106	Exceeded PIN entry attempts
107	Please Call Issuer
109	Invalid merchant
110	Invalid 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
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

*Table 3: Codes returned by AMEX Global acquirer*

- Other return codes** For payment methods that are different from the ones presented below:
- see the technical documentation specific to the payment method  
or
  - contact the technical support for more information.
- Category** Transaction details.

## 9.4. vads\_currency

**Description** Numeric currency code to be used for the payment, in compliance with the ISO 4217 standard. To use a currency during a payment, you must have a MID created in this currency. The acquirer provides the MID to the merchant with the supported currency(ies) and the gateway takes this information into account when creating a MID.

*Input and output field, returned in the response (IPN and Return URL).*

**Format** n3

**Error code** 10

**Possible values**

Currency	ISO 4217 encoding	Number of digits after the decimal point
Argentine peso (ARS)	032	2
Australian Dollar (AUD)	036	2
Bahraini Dinar (BHD)	048	3
Bhutanese Ngultrum (BTN)	064	2
Cambodian Riel (KHR)	116	0
Canadian Dollar (CAD)	124	2
Sri Lankan Rupee (LKR)	144	2
Chilean peso (CLP)	152	0
Chinese Yuan (Renminbi) (CNY)	156	1
Croatian Kuna (HRK)	191	2
Czech Crown (CZK)	203	2
Danish Crown (DKK)	208	2
Guinean franc (GNF)	324	0
Hong Kong Dollar (HKD)	344	2
Hungarian Forint (HUF)	348	2
Indian Rupee (INR)	356	2
Indonesian Rupiah (IDR)	360	2
Israeli New Shekel (ILS)	376	2
Japanese Yen (JPY)	392	0
Jordanian Dinar (JOD)	400	3
South Korean Won (KRW)	410	0
Kuwaiti Dinar (KWD)	414	3
Lebanese Pound (LBP)	422	2
Vietnamese Dong (VND)	704	2
Malaysian Ringgit (MYR)	458	2
Mexican Peso (MXN)	484	2
Moroccan Dirham (MAD)	504	2
Omani Rial (OMR)	512	3
Nepalese Rupee (NPR)	524	2
New Zealand Dollar (NZD)	554	2
Norwegian Crown (NOK)	578	2
Peruvian sol (PEN)	604	2
Colombian Peso (COP)	170	2
Philippine Peso (PHP)	608	2
Qatari Riyal (QAR)	634	2
Russian Ruble (RUB)	643	2
Saudi Riyal (SAR)	682	2
Singapore Dollar (SGD)	702	2

Currency	ISO 4217 encoding	Number of digits after the decimal point
South-African Rand (ZAR)	710	2
Swedish Crown (SEK)	752	2
Swiss Franc (CHF)	756	2
Syrian Pound (SYP)	760	2
Thai Baht (THB)	764	2
United Arab Emirates Dirham (AED)	784	2
Tunisian Dinar (TND)	788	3
Egyptian Pound (EGP)	818	2
Pound Sterling (GBP)	826	2
US Dollar (USD)	840	2
Uruguayan peso (UYU)	858	2
Taiwan New Dollar (TWD)	901	2
Azerbaijani Manat (AZN)	944	2
Romanian Leu (RON)	946	2
New Turkish Lira (TRY)	949	2
West African CFA franc (XOF)	952	0
CFP Franc (XPF)	953	0
Bulgarian Lev (BGN)	975	2
Euro (EUR)	978	2
Polish Zloty (PLN)	985	2
Brazilian Real (BRL)	986	2

**Category**

Transaction details.

## 9.5. vads\_payment\_error

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**Description** Error codes that may appear when a payment has been declined.  
*Output field, returned in the response (IPN and Return URL).*

**Format** n..3

**Possible values**

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 action is not possible anymore for a transaction created on that day
8	The card expiration date does not allow this action.
9	CVV mandatory for this card.
10	The refund amount is greater than the initial amount.
11	The refunds total amount is greater than the initial amount.
12	Credit duplication (refund) is not authorized.
13	Due to a technical problem, we are unable to process your request.
14	Due to a technical problem, we are unable to process your request.
15	Due to a technical problem, we are unable to process your request.
16	Due to a technical problem, we are unable to process your request.
17	Aurore MID configuration has failed.
18	Cetelem response analysis has failed.
19	Unknown currency.
20	Invalid type card.
21	No MID has been found for this payment. Please modify the data or contact your manager in case the error reoccurs.
22	Shop not found.
23	Ambiguous MID.
24	Invalid MID
25	Due to a technical problem, we are unable 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	Invalid card number (not found)
33	Invalid card number (not found)
34	Failed verification of the card requiring systematic verification.
35	Failed e-Carte Bleue verification.
36	The transaction has been refused by risk management.
37	Interruption not processed during the payment.
38	Due to a technical problem, we are unable to process your request.
39	3D Secure refusal for the transaction.
40	Due to a technical problem, we are unable to process your request.
41	Due to a technical problem, we are unable to process your request.
42	An internal error occurred while consulting the card number.
43	An internal error occurred while consulting the card number.
44	This action is not allowed for proximity transactions.

Code	Message
45	Invalid currency for the modification.
46	The amount is greater than the authorized amount.
47	The desired capture date exceeds the authorization expiration date.
48	The requested modification is invalid.
49	Invalid definition of the installment payment.
50	Unknown shop.
51	Unknown exchange rate.
52	The MID has been terminated since {0}.
53	The shop {0} has been closed since {1}.
54	Rejected parameter that may contain sensitive data {0}.
55	Due to a technical problem, we are unable to process your request.
57	An error occurred while retrieving the token.
58	The token status is not compatible with this operation.
59	An error occurred while retrieving the token.
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	Invalid recurrence rule.
67	Recurring payment creation failed.
68	Cancellation is not authorized.
69	Due to a technical problem, we are unable to process your request.
70	Invalid country code.
71	Invalid web service parameter.
72	The authorization has been declined by Cofinoga.
73	The authorization for (or information request about the CB network if the acquirer supports it) has been declined.
74	Invalid payment configuration.
75	The operation has been declined by PayPal.
76	The cardholder's name is absent.
77	Due to a technical problem, we are unable to process your request.
78	Transaction ID missing
79	This transaction ID is already used.
80	Transaction ID expired.
81	Invalid contents of the config theme.
82	The refund is not authorized.
83	The transaction amount does not respect the allowed values.
85	Due to a technical problem, we are unable to process your request.
87	Due to a technical problem, we are unable to process your request.
88	Refund impossible: transaction refunds are not forbidden by PayPal after a 60-day delay.
89	The modification is not authorized.
90	An error occurred during refund.
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 has occurred.
96	An error occurred while capturing this transaction.
97	The capture date is too far.
98	Invalid transaction date.
99	An error occurred while calculating the payment source.
100	Failed commercial card verification.

Code	Message
101	Declined due the refusal of the first installment.
103	The transaction status could not be synchronized with the external system.
104	An error occurred while capturing this transaction.
105	A security error occurred while processing 3DS authorization for this transaction.
106	Unsupported currency on this Merchant ID (MID) and/or shop.
107	The card associated with the token is not valid anymore.
108	Due to a technical problem, we are unable to process your request.
109	The timeout has been exceeded during buyer redirection.
110	Payment card not supported by the MID.
111	The transactions have been refused without Liability shift
112	Cancellation is not authorized.
113	Duplication is not authorized.
115	The refund is not authorized.
116	Manual payment not authorized for this card.
118	Manual installment payment not authorized for this card.
119	The submitted date is invalid.
120	The initial transaction option is not applicable.
124	Inactive card.
125	Payment refused by the acquirer.
126	This action is impossible as the payment sequence has not been completed.
128	Invalid payment method.
129	Invalid PIN.
130	Out of balance
131	Insufficient balance
136	The derivative transactions have been refused without Liability shift for the initial transaction.
137	Duplicate transaction.
138	Partial refund is impossible for this transaction.
139	Refund refused.
140	Due to a technical problem, we are unable to process your request.
141	The transaction has been declined by the risk analyzer.
142	The card type used is not valid for the requested payment mode.
143	Due to a technical problem, we are unable 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 management module has requested for this transaction to be declined.
148	Due to a technical problem, we are unable to process your request. Transaction has not been created.
149	The payment session has expired (the buyer has been redirected to the ACS and has not finalized the 3D Secure authentication).
150	Due to a technical problem, we are unable to process your request. Transaction has not been created.
151	A Facility Pay transaction cannot be canceled/edited/refunded between 11.30pm and 5.30am.
152	Due to a technical problem, we are unable to process your request.
153	A technical error occurred during the call to the Banque Accord service.
155	The Facility Pay transaction could not be canceled/edited/refunded: the transaction status does not allow to perform the requested action. Reminder regarding a Facility Pay transaction: a refund must be made within two days after the capture, the delay between two refunds is one day, a partial refund is limited to 20 days, a full refund is limited to 6 months.
156	Operation not supported.
158	Due to a technical problem, we are unable to process your request.
159	The amount is less than the minimum authorized amount (minimum={0} {1}).
160	It is impossible to refund an unpaid transaction.
164	Invalid payment option.
165	The ID type is specified, but its number is missing.

Code	Message
166	The ID number is specified, but its type is missing.
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	The deferred payment is not allowed.
171	The deferred payment is not allowed.
172	The selected payment process is invalid.
173	Error of Express Checkout service at PayPal.
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 has been received within the required deadline.
178	Cancellation impossible, the transaction has already been canceled.
179	The transaction status is unknown.
182	The national client identifier is missing.
183	The format of the national client identifier is incorrect.

Category                      Technical details

## 9.6. vads\_trans\_status

**Description**                      Allows to set the status of the transaction.  
*Output field, returned in the response (IPN and Return URL).*

**Format**                              enum

**Possible values**

Value	Description
<b>ABANDONED</b>	<b>Abandoned</b> payment abandoned by the buyer. The transaction has not been created, and <b>therefore cannot be viewed in the Expert Back Office.</b>
<b>AUTHORISED</b>	<b>Waiting for capture</b> The transaction has been accepted and will be automatically captured at the bank on the expected date.
<b>AUTHORISED_TO_VALIDATE</b>	<b>To be validated</b> The transaction, created with manual validation, is authorized. The merchant must manually validate the transaction in order for it to be captured. The transaction can be validated as long as the expiration date of the authorization request has not passed. If the authorization validity period has passed, the payment status changes to <b>EXPIRED</b> . The <b>Expired</b> status is final.
<b>CANCELLED</b>	<b>Canceled</b> The transaction has been canceled by the merchant.
<b>CAPTURED</b>	<b>Captured</b> The transaction has been captured by the bank.
<b>CAPTURE_FAILED</b>	The transaction capture has failed. Contact the technical support.
<b>EXPIRED</b>	<b>Expired</b> The expiry date of the authorization request has passed and the merchant has not validated the transaction. The account of the cardholder will, therefore, not be debited.
<b>INITIAL</b>	<b>Pending</b> This status concerns all the payment methods that require integration via a payment form with redirection. This status is returned when:

Value	Description
	<ul style="list-style-type: none"> <li>no response has been returned by the acquirer or</li> <li>the delay of the response from the acquirer has exceeded the payment session on the payment gateway. This status is temporary. The final status will be displayed in the Expert Back Office immediately after the synchronization has been completed.</li> </ul>
<b>NOT_CREATED</b>	<b>Transaction not created</b> The transaction has not been created, and therefore cannot be viewed in the Expert Back Office.
<b>REFUSED</b>	<b>Declined</b> Transaction is declined.
<b>SUSPENDED</b>	<b>Suspended</b> The capture of the transaction is temporarily blocked by the acquirer (AMEX GLOBAL or SECURE TRADING). Once the transaction has been correctly captured, its status changes to <b>CAPTURED</b> .
<b>UNDER_VERIFICATION</b>	For PayPal transactions, this value means that PayPal withholds the transaction for suspected fraud. For CB or PPRO transactions, this status indicates that a refund has been requested. Verification is being made in order to validate the refund. The payment will remain in the <b>Transactions in progress</b> tab until the verification process has been completed. The transaction will then take one of the following statuses: <b>AUTHORISED</b> or <b>CANCELED</b> . A notification will be sent to the merchant to warn them about the status change (Instant Payment Notification on batch change).
<b>WAITING_AUTHORISATION</b>	<b>Waiting for authorization</b> The capture delay exceeds the authorization validity period.
<b>WAITING_AUTHORISATION_TO_VALIDATE</b>	<b>To be validated and authorized</b> The capture delay in the bank exceeds the authorization validity period. An authorization of (or information request about the CB network if the acquirer supports it) has been accepted. The merchant must manually validate the transaction for the authorization request and the capture to occur.

Table 4: Values associated with the vads\_trans\_status field

Category Transaction details.