



## **Description of reporting**

### **Back Office user manual**

Document version 3.18

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# 1. HISTORY OF THE DOCUMENT

Version	Author	Date	Comment
3.18	Société Générale	2/23/2024	Modifying fields: <ul style="list-style-type: none"> <li>• <b>RESPONSE_CODE</b></li> <li>• <b>INFO_EXTRA</b></li> <li>• <b>COMPLEMENTARY_INFO</b></li> </ul>
3.17	Société Générale	2/23/2024	Added to <i>Data available for customization</i> : <b>PAYMENT_SOURCE</b> field
3.16	Société Générale	3/23/2023	Addition of the <i>Connecting to the SFTP server</i> chapter
3.15.1	Société Générale	11/2/2022	<ul style="list-style-type: none"> <li>• Updated SFTP Host address</li> </ul>
3.15	Société Générale	7/28/2022	<ul style="list-style-type: none"> <li>• Added the archiving reference as data available for personalization of the transactions report.</li> </ul>
3.14.1	Société Générale	6/28/2022	<ul style="list-style-type: none"> <li>• Clarification in the description of fields returned empty in the TEST reconciliation logs (V3 format).</li> <li>• Addition of the V4 operations report.</li> </ul>
3.14	Société Générale	1/3/2022	<ul style="list-style-type: none"> <li>• Removal of the <i>Configuring technical data</i> chapter and reorganization of its content</li> <li>• Addition of the <i>Defining character encoding</i> chapter</li> <li>• Addition of the <i>Defining the amount format</i> chapter</li> <li>• Addition of the <i>Including/excluding the title line</i> chapter</li> <li>• Addition of the <i>Using the column titles of the tab</i> chapter</li> <li>• Addition of the <i>Enclosing data in quotes</i> chapter</li> <li>• Addition of the <i>Applying a filter to finalized transactions</i> chapter</li> </ul>
3.13	Société Générale	10/6/2021	<ul style="list-style-type: none"> <li>• Update of the data format <b>AUTORISATION_ID</b>.</li> <li>• Update of the time when the Chargeback Reconciliation Report files are uploaded.</li> </ul>
3.12	Société Générale	7/29/2021	<ul style="list-style-type: none"> <li>• Update of the data format <b>CARD_NUMBER</b> in the transactions report.</li> <li>• Addition of new fields for personalizing the transactions report: <b>CAPTURE_TIME</b>, <b>CARD_NUMBER_OLD_FORMAT</b>, <b>IBAN</b>, <b>PRODUCT_CATEGORY</b>, <b>SOURCE_USER_INFO</b>, <b>TICKET_NUMBER</b>.</li> </ul>
3.11	Société Générale	6/3/2021	<ul style="list-style-type: none"> <li>• Update data value <b>TRANSACTION_STATUS</b> in the Chargebacks reconciliation report.</li> <li>• Addition of a clarification on empty reports.</li> <li>• Updating equivalence with REST API fields for <b>TRANSACTION_CONDITION</b> and <b>CAVV_UCAF</b> in transactions report.</li> </ul>
3.10	Société Générale	2/23/2021	<ul style="list-style-type: none"> <li>• Add data <b>ORIGIN_TRANSACTION_UUID</b> in the <i>Data available for customization</i> chapter.</li> <li>• Update of the “Shop name” data description in the file header.</li> <li>• Update the list of the data <b>TRANSACTION_STATUS</b> in transactions report.</li> </ul>

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## 2. GENERAL PRINCIPLE

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The Sogecommerce 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

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

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

Each file contains:

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

**Note:**

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

## 4. SFTP SERVER CONNECTION

---

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

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

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

There are many free FTP clients, such as:

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

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

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

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

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

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

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



## 5. OPERATIONS REPORT

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

### 5.1. Availability

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

The Merchant must configure the frequency of reports delivery via the 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 and 7:00 a.m.

- **Via your SFTP client**

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

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)**

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

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



Test and production reports are generated at the same time.

The returned information concerns the production report in particular.

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

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

## 5.2. Configuring the reception frequency

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

## 5.3. Configuring reception by e-mail

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To enable report delivery by e-mail:

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

### Editing the recipient list

To delete a recipient:

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

## 5.4. Configuring the delivery of empty reports

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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 **Operations report** tab.
2. In the **General settings** section, check the **Generate and send empty reports (PRODUCTION mode only)** box.
3. Click **Save**.

## 5.5. Configuring the amount format

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

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

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

For currencies with no subdivision:

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

To do so:

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

## 5.6. Naming rules

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

Nomenclature	Description
Code	<b>JO</b>
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	<ul style="list-style-type: none"><li>• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains operations made on the previous day. E.g.: 200112</li><li>• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains operations completed during the previous week. E.g.: 20W02</li><li>• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains operations completed during the previous month. E.g.: 20M01</li></ul>
Version	<b>V3</b>
Extension	<b>csv</b>

Filename example: JO\_DEMO\_STORE\_70258842\_200112\_V3.csv

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

Example: TEST\_JO\_DEMO\_STORE\_70258842\_200112\_V3.csv

## 5.7. V3 Format

### The record« TITRE »

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

### The record« ENTETE »and« DETAILS »

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

Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>EXPIRED</b> : Transaction expiration</li> <li>• <b>MODIFICATION</b> : Transaction update</li> <li>• <b>TRANSACTION</b> : Registration of a manual payment</li> <li>• <b>TRANSACTION_WITH_MANUAL_VALIDATION</b> : Registration of a manual payment with manual validation</li> <li>• <b>VALIDATE</b> : Transaction validation</li> <li>• <b>RAPPROCHEMENT</b> : Transaction reconciliation</li> <li>• <b>VERIFICATION_REQUEST</b> : Request to verify the payment method</li> </ul> <p>E.g.: CREDIT</p>
07	<p><b>OPERATION_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Transaction amount expressed in the smallest currency unit.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
08	<p><b>OPERATION_CURRENCY</b>  Type: NUMERIC   Length: 3  Description: Operation currency.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values: <a href="#">List of supported currencies</a> on page 73  E.g.: 978</p>
09	<p><b>OPERATION_DATE</b>  Type: DATE   Length: 6  Description: UTC date of the operation in the YYMMDD format.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 200112</p>
10	<p><b>OPERATION_TIME</b>  Type: TIME   Length: 6  Description: Time of the operation in UTC format.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 121327</p>
11	<p><b>OPERATION_ORIGIN</b>  Type: VARCHAR   Length: 255  Description: ID of the user who performed the action.  Set to "BATCH" if the operation was processed automatically.  E.g.: BATCH</p>
12	<p><b>RESPONSE_CODE</b>  Type: NUMERIC   Length: 2  Description: Return code of the requested operation.  Values:</p> <ul style="list-style-type: none"> <li>• <b>00</b> : Operation accepted</li> <li>• <b>05</b> : Operation refused.</li> <li>• <b>34</b> : Operation refused on suspicion of fraud.</li> <li>• <b>75</b> : Transaction refused because number of attempts has been exceeded.</li> <li>• <b>96</b> : Operation refused due to technical error.</li> </ul> <p>E.g.: 00</p>
13	<p><b>NEW_STATUS</b>  Type: VARCHAR   Length: 255  Description: New transaction status. This field can be empty if the transaction status does not match one of the statuses below.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p>

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

### The "END" (FIN) record

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

### File sample

Download the sample pack: <https://sogecommerce.societegenerale.eu/doc/files/samples/sample-files.zip>.

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

## 5.8. V2 Format

### The record« TITRE »

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

### The record « ENTETE » and « DETAILS »

Pos.	Description
01	<p><b>ENTETE</b>            Type: VARCHAR   Length: 9            Description: Record code.            Value: always populated with <b>OPERATION</b></p>
02	<p><b>MERCHANT_COUNTRY</b>            Type: VARCHAR   Length: 2            Description: Country code of the company (ISO 3166-1 alpha-2 standard).            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            E.g.: <b>FR</b>for France.</p>
03	<p><b>MERCHANT_ID</b>            Type: VARCHAR   Length: 255            Description: Legal identifier of the company.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            Values:  <b>0+</b> Legal Identifier            (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements))            E.g.: 045251785700028</p>
04	<p><b>PAYMENT_DATE</b>            Type: DATE   Length: 8            Description: Date of payment in UTC time zone.            Hosted Payment Page equivalent: <b>vads_effective_creation_date</b>            REST API equivalent: <b>creationDate</b>            E.g.: 20200110</p>
05	<p><b>TRANSACTION_ID</b>            Type: VARCHAR   Length: 255            Description: Transaction identifier.            Hosted Payment Page equivalent: <b>vads_trans_id</b>            REST API equivalent: <b>cardDetails.legacyTransId</b>            E.g.: xrT15p</p>
06	<p><b>OPERATION_SEQUENCE</b>            Type: NUMERIC   Length: 1            Description: Operation number. This field is always set to "1".            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            Value: 1</p>
07	<p><b>OPERATION_NAME</b>            Type: VARCHAR   Length: 255            Description: Type of the performed action.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            Values:</p> <ul style="list-style-type: none"> <li><b>AUTHOR</b> : Transaction authorization (in case of deferred payments)</li> <li><b>CANCEL</b> : Transaction cancellation</li> </ul>



Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>CREDIT_CAPTURE</b> : Capture of a refund transaction at the bank</li> <li>• <b>DEBIT_CAPTURE</b> : Capture of a debit transaction at the bank</li> <li>• <b>DUPLICATE</b> : Transaction duplication</li> <li>• <b>CREDIT</b> : Transaction refund</li> <li>• <b>EXPIRED</b> : Transaction expiration</li> <li>• <b>MODIFICATION</b> : Transaction update</li> <li>• <b>TRANSACTION</b> : Registration of a manual payment</li> <li>• <b>TRANSACTION_WITH_MANUAL_VALIDATION</b> : Registration of a manual payment with manual validation</li> <li>• <b>VALIDATE</b> : Transaction validation</li> <li>• <b>RAPPROCHEMENT</b> : Transaction reconciliation</li> <li>• <b>VERIFICATION_REQUEST</b> : Request to verify the payment method</li> </ul> <p>E.g.: CREDIT</p>
08	<p><b>OPERATION_AMOUNT</b>  Type: NUMERIC   Length: 13  Description: Transaction amount expressed in the smallest currency unit.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
09	<p><b>OPERATION_CURRENCY</b>  Type: NUMERIC   Length: 3  Description: Operation currency.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 978 (See chapter <a href="#">List of supported currencies</a> on page 73)</p>
10	<p><b>OPERATION_DATE</b>  Type: DATE   Length: 6  Description: UTC date of the operation in the YYMMDD format.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 200112</p>
11	<p><b>OPERATION_TIME</b>  Type: TIME   Length: 6  Description: Time of the operation in UTC format.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 121327</p>
12	<p><b>OPERATION_ORIGIN</b>  Type: VARCHAR   Length: 255  Description: ID of the user who performed the action.  Set to "BATCH" if the operation was processed automatically.  E.g.: BATCH</p>
13	<p><b>RESPONSE_CODE</b>  Type: NUMERIC   Length: 2  Description: Return code of the requested operation.  For more information, please see parameter <b>BANK_RESPONSE_CODE</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>00</b> : Operation accepted</li> <li>• <b>05</b> : Operation refused.</li> <li>• <b>34</b> : Operation refused on suspicion of fraud.</li> <li>• <b>75</b> : Transaction refused because number of attempts has been exceeded.</li> <li>• <b>96</b> : Operation refused due to technical error.</li> </ul> <p>E.g.: 00</p>
14	<b>BANK_RESPONSE_CODE</b>

Pos.	Description
	<p>Type: VARCHAR   Length: 255</p> <p>Description: Response code of the authorization request returned by the issuing bank.</p> <p>Hosted Payment Page equivalent: <b>vads_auth_result</b></p> <p>REST API equivalent: <b>transactionDetails.cardDetails.authorizationResponse.authorizationResult</b></p> <p>Values: <a href="#">List of authorization return codes</a> on page 71</p> <p>E.g.: 00</p>
15	<p><b>CVV_RESPONSE_CODE</b></p> <p>Type: VARCHAR   Length: 255</p> <p>Description: CVV2/CVC2 response code.</p> <p>Value: Always valued when empty.</p>
16	<p><b>NEW_STATUS</b></p> <p>Type: VARCHAR   Length: 255</p> <p>Description: New transaction status. This field can be empty if the transaction status does not match one of the statuses below.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>Values:</p> <ul style="list-style-type: none"> <li>• <b>REFUSED</b> : The transaction has been refused.</li> <li>• <b>TO_VALIDATE</b> : The transaction must be validated</li> <li>• <b>TO_CAPTURE</b> : The transaction is waiting for capture</li> <li>• <b>TO_CREDIT</b> : Credit transaction (refund) waiting for capture</li> <li>• <b>CANCELLED</b> : The transaction has been canceled</li> <li>• <b>CAPTURED</b> : The transaction has been captured</li> <li>• <b>EXPIRED</b> : The transaction has not been validated and has expired</li> <li>• <b>TO_VALIDATE_AND_AUTHORIZE</b> : The transaction is waiting for an authorization request and must be validated</li> <li>• <b>TO_AUTHORIZE</b> : The transaction is waiting for an authorization request</li> <li>• <b>TO_PRENOTIFY</b> : Transaction awaiting pre-notification</li> <li>• <b>ACCEPTED</b> : Verification transaction accepted</li> <li>• <b>REFUSED_CAPTURED</b> : Capture failed</li> </ul> <p>E.g.:TO_CAPTURE</p>
17	<p><b>ORDER_ID</b></p> <p>Type: VARCHAR   Length: 255</p> <p>Description: Order number generated by the merchant website.</p> <p>Hosted Payment Page equivalent: <b>vads_order_id</b></p> <p>REST API equivalent: <b>orderDetails.orderId</b></p> <p>E.g.: CX-1254</p>
18	<p><b>RETURN_CONTEXT</b></p> <p>Type: VARCHAR   Length: 500</p> <p>Description: Context of buyer's purchase.</p> <p>Concatenation of "additional information", separated by the   character".</p> <p>Additional information can be transmitted through the merchant website:</p> <ul style="list-style-type: none"> <li>• via the field <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> payment form,</li> <li>• via attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the <b>object metadata</b> of the REST API</li> </ul> <p>Beyond 500 characters, the string is truncated.</p> <p>Empty field if no additional information is transmitted.</p> <p>Hosted Payment Page equivalent: <b>vads_order_info</b>   <b>vads_order_info2</b>   <b>vads_order_info3</b></p> <p>REST API equivalent: <b>orderInfo</b>   <b>orderInfo2</b>   <b>orderInfo3</b></p> <p>E.g.:</p> <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1  info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
19	<p><b>CUSTOMER_ID</b></p> <p>Type: VARCHAR   Length: 255</p>

Pos.	Description
	Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent: <b>vads_cust_id</b> REST API equivalent: <b>customer.reference</b> E.g.: C2383333540

### The "END" (FIN) record

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

### File sample

Download the sample pack: <https://sogecommerce.societegenerale.eu/doc/files/samples/sample-files.zip>.

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

## 6. TRANSACTIONS REPORT

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

### 6.1. Availability

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

The Merchant must configure the frequency of reports delivery via the Merchant Back Office (see chapter [Configuring the reception frequency](#) on page 21).

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 21).

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

- **Via your SFTP client**

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

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)**

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, unless you have performed test transactions and no production transactions.

## 6.2. Configuring the reception frequency

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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**.

## 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 **Transactions report** tab.
2. In the **General settings** section, click on **Add**.
3. Fill in the e-mail address of the recipient.  
You can add as many recipients as you want.
4. Click **Save**.

### Editing the recipient list

To delete a recipient:

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

## 6.4. Configuring the delivery of empty reports

---

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

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

To enable sending empty reports:

1. Via the 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**.

## 6.5. Naming rules

---

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

Nomenclature	Description
Code	<b>JT</b>
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	<ul style="list-style-type: none"><li>• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions made on the previous day. E.g.: 200112</li><li>• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions completed during the previous week. E.g.: 20W02</li><li>• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions completed during the previous month. E.g.: 20M01</li></ul>
Extension	<b>csv</b>

Filename example: JT\_DEMO\_STORE\_70258842\_200109.csv

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

Example: TEST\_JT\_DEMO\_STORE\_70258842\_200109.csv

## 6.6. Format

### The record« TITRE »

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

### The record« ENTETE »and« DETAILS »

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

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



Pos.	Description
	Type: NUMERIC  Length: 13 Description: Transaction amount at the moment of payment expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
08	<b>AMOUNT</b> Type: NUMERIC  Length: 13 Description: Transaction balance expressed in the smallest currency unit. Hosted Payment Page equivalent: <b>vads_amount</b> REST API equivalent: <b>amount</b> E.g.: 4525 for EUR 45.25
09	<b>CURRENCY_CODE</b> Type: NUMERIC  Length: 3 Description: Numeric code of the currency (ISO 4217 standard). Hosted Payment Page equivalent: <b>vads_currency</b> REST API equivalent: <b>currency</b> Values: <a href="#">List of supported currencies</a> on page 73 E.g.: 978 for euro (EUR)
10	<b>PAYMENT_DATE</b> Type: DATE  Length: 8 Description: Date of payment in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 20200110
11	<b>PAYMENT_TIME</b> Type: TIME  Length: 6 Description: Time of payment in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 142512
12	<b>CARD_VALIDITY</b> Type: NUMERIC  Length: 6 Description: Payment method validity period. Hosted Payment Page equivalent: <b>vads_expiry_year + vads_expiry_month</b> REST API equivalent: <b>transactionDetails.cardDetails.expiryYear + transactionDetails.cardDetails.expiryMonth</b> E.g.: 202306
13	<b>CARD_TYPE</b> Type: VARCHAR  Length: 255 Description: Card type. Hosted Payment Page equivalent: <b>vads_card_brand</b> REST API equivalent: <b>transactionDetails.cardDetails.effectiveBrand</b> E.g.: CB,VISA,MASTERCARD, etc.
14	<b>CARD_NUMBER</b> Description: Payment method number in 123456XXXXXX1234 format. Hosted Payment Page equivalent: <b>vads_card_number</b> REST API equivalent: <b>transactionDetails.cardDetails.pan</b> E.g.: 123456XXXXXX1234
15	<b>RESPONSE_CODE</b> Type: NUMERIC  Length: 2 Description: Return code of the requested operation. For more information, please see parameter <b>BANK_RESPONSE_CODE</b> . Values: <ul style="list-style-type: none"> <li>• <b>00</b> : Operation accepted</li> <li>• <b>05</b> : Operation refused.</li> <li>• <b>34</b> : Operation refused on suspicion of fraud.</li> <li>• <b>75</b> : Transaction refused because number of attempts has been exceeded.</li> <li>• <b>96</b> : Operation refused due to technical error.</li> </ul>

Pos.	Description
	E.g.: 00
16	<p><b>COMPLEMENTARY_CODE</b>  Type: NUMERIC   Length: 2  Description: Risk assessment result (specific to shops that have enabled the module). The field is empty if no verifications have been completed.  Hosted Payment Page equivalent: <b>vads_extra_result</b>  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>00</b> : Verifications successfully performed.</li> <li>• <b>02</b> : Credit card velocity exceeded.</li> <li>• <b>03</b> : The card is on the Merchant's greylist.</li> <li>• <b>04</b> : The issuing country of the card is on the greylist or is not on the merchant's whitelist.</li> <li>• <b>05</b> : The IP address is on the merchant's greylist.</li> <li>• <b>06</b> : The card is on the merchant's BIN greylist.</li> <li>• <b>07</b> : E-carte bleue control.</li> <li>• <b>08</b> : Transaction not guaranteed3DS.</li> <li>• <b>14</b> : Control of a card with unconditional authorization.</li> <li>• <b>20</b> : Verification of the country consistency between the card issuing country, the IP address and country of the customer's address.</li> <li>• <b>99</b> : Technical issue encountered by the server during a local verification process.</li> </ul> <p>E.g.: 00</p>
17	<p><b>CERTIFICATE</b>  Type: VARCHAR   Length: 255  Description: Transaction certificate.  Hosted Payment Page equivalent: <b>vads_payment_certificate</b>  REST API equivalent: N/A  E.g.: 6ed7b71c023a20adb9a2e2c58cd4321f63123</p>
18	<p><b>AUTORISATION_ID</b>  Type: VARCHAR   Length: 20  Description: Transaction authorization number.  Hosted Payment Page equivalent: <b>vads_auth_number</b>  REST API equivalent: <b>transactionDetails.cardDetails.authorizationResponse.authorizationNumber</b>  E.g.: 3fc116</p>
19	<p><b>CAPTURE_DATE</b>  Type: DATE   Length: 8  Description: Date of sending to the requested bank.  Hosted Payment Page equivalent: <b>vads_presentation_date</b>  REST API equivalent: <b>transactionDetails.cardDetails.expectedCaptureDate</b>  E.g.: 20200107</p>
20	<p><b>TRANSACTION_STATUS</b>  Type: VARCHAR   Length: 255  Description: Status of the transaction.  Hosted Payment Page equivalent: <b>vads_trans_status</b>  REST API equivalent: <b>detailedStatus</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>ACCEPTED</b>: Verification transaction accepted.</li> <li>• <b>AUTHORISED</b> : The transaction is waiting for capture</li> <li>• <b>AUTHORISED_TO_VALIDATE</b> : The transaction must be validated</li> <li>• <b>CANCELLED</b> : The transaction has been canceled</li> <li>• <b>CAPTURED</b> : The transaction has been captured</li> <li>• <b>CAPTURED_FAILED</b> : Capture failed</li> <li>• <b>EXPIRED</b> : The transaction has not been validated and has expired</li> </ul>

Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>REFUSED</b> : The transaction has been refused.</li> <li>• <b>UNDER_VERIFICATION</b> : Control in progress</li> <li>• <b>WAITING_AUTHORISATION</b> : The transaction is waiting for an authorization request or a pre-notification</li> <li>• <b>WAITING_AUTHORISATION_TO_VALIDATE</b> : The transaction is waiting for an authorization request and must be validated</li> <li>• <b>WAITING_FOR_PAYMENT</b> : Waiting for payment</li> </ul>
21	<p><b>RETURN_CONTEXT</b>  Type: VARCHAR   Length: 500  Description: Context of buyer's purchase.  Concatenation of "additional information", separated by the   character".  Additional information can be transmitted through the merchant website:</p> <ul style="list-style-type: none"> <li>• via the field <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> payment form,</li> <li>• via attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the <b>object metadata</b> of the REST API</li> </ul> <p>Beyond 500 characters, the string is truncated.  Empty field if no additional information is transmitted.  Hosted Payment Page equivalent: <b>vads_order_info   vads_order_info2   vads_order_info3</b>  REST API equivalent: <b>orderInfo   orderInfo2   orderInfo3</b>  E.g.:</p> <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1   info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
22	<p><b>AUTORESPONSE_STATUS</b>  Type: VARCHAR   Length: 255  Description: Delivery status of the IPN.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>FAILED</b> : Failure of notification to the merchant server.</li> <li>• <b>SENT</b> : Notification sent to the merchant server.</li> <li>• <b>UNDEFINED</b> : An event has triggered the end of payment notification rule but the URL is not configured.</li> </ul> <p>E.g.:SENT</p>
23	<p><b>ORDER_ID</b>  Type: VARCHAR   Length: 255  Description: Order number generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_order_id</b>  REST API equivalent: <b>orderDetails.orderId</b>  E.g.: CX-1254</p>
24	<p><b>CUSTOMER_ID</b>  Type: VARCHAR   Length: 255  Description: Customer reference generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_cust_id</b>  REST API equivalent: <b>customer.reference</b>  E.g.: C2383333540</p>
25	<p><b>CUSTOMER_IP_ADDRESS</b>  Type: VARCHAR   Length: 255  Description: Buyer IP address.  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>customer.extraDetails.ipAddress</b>  E.g.: 185.244.73.2</p>
26	<p><b>ACCOUNT_SERIAL</b>  Description: Token followed by the potential subscription number, separated by a hyphen "-".  Hosted Payment Page equivalent: <b>vads_identifier</b> - " <b>vads_subscription</b>  REST API equivalent: <b>paymentMethodToken</b> "-" <b>subscriptionId</b>  E.g.: 5fa8d3dede8f4c219c4652dfabe2bf55-20191106ANav0o</p>
27	<b>TRANSACTION_CONDITION</b>

Pos.	Description
	<p>Type: VARCHAR   Length: 255            Description: Authentication result.3D Secure.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            Values:</p> <ul style="list-style-type: none"> <li>• <b>3D_SUCCESS</b> : Merchant and cardholder registered at 3D Secure and card successfully authenticated.</li> <li>• <b>3D_FAILURE</b> : Merchant and buyer registered with 3D Secure but authentication failure.</li> <li>• <b>3D_ERROR</b> : Merchant registered 3D Secure but technical problem</li> <li>• <b>3D_NOTENROLLED</b> : Merchant registered 3D Secure but cardholder not enrolled.</li> <li>• <b>3D_ATTEMPT</b> : Merchant and cardholder registered at 3D Secure but the cardholder was unable to authenticate.</li> <li>• <b>SSL</b>: The cardholder has not authenticated:               <ul style="list-style-type: none"> <li>• either the card type is not supported by 3D Secure,</li> <li>• or the merchant or the cardholder has not enabled 3D Secure</li> </ul> </li> </ul> <p>E.g.:3D_SUCCESS</p>
28	<p><b>CAVV_UCAF</b>            Type: VARCHAR   Length: 255            Description: Certificate 3D Secure of the transaction            Hosted Payment Page equivalent: <b>vads_threeds_cavv</b>            REST API equivalent: <b>transactionDetails.cardDetails.authenticationResponse.value.authenticationValue.value</b>            E.g.: Q*****_</p>
29	<p><b>COMPLEMENTARY_INFO</b>            Type: VARCHAR   Length: 255            Description: Details of the risk assessment result.            Option reserved to the merchants who have enabled the Risk management module.            Hosted Payment Page equivalent: <b>vads_risk_control</b>            REST API equivalent: <b>transactionDetails.fraudManagement.riskControl</b>            Values:</p> <ul style="list-style-type: none"> <li>• <b>CARD_COUNTRY=XXX</b> : XXX corresponds to the country code in the ISO 3166 alpha-3 3166 format.</li> <li>• <b>MAESTRO=YES NO</b> : indicates if the used payment method is a Maestro card.</li> <li>• <b>CAS=YES NO</b> : indicates if the used payment method is a card with unconditional authorization.</li> <li>• <b>ECBL=YES NO</b> : indicates if the used payment method is an eCarte-Bleue card.</li> <li>• <b>CCC=YES NO</b> : indicates if an inconsistency between the country of the buyer, the payment method and the buyer's IP address has been detected.</li> <li>• <b>BDOM</b> : Label of the bank that issued the payment method.</li> <li>• <b>PRODUCTCODE</b> : Card product. Values:<b>vads_bank_product</b>.</li> <li>• <b>BANKCODE</b> : Bank code.</li> </ul> <p>E.g.:MAESTRO=NO ECBL=NO PRODUCTCODE=MDS</p>
30	<p><b>BANK_RESPONSE_CODE</b>            Type: VARCHAR   Length: 255            Description: Response code of the authorization request returned by the issuing bank.            Hosted Payment Page equivalent: <b>vads_auth_result</b>            REST API equivalent: <b>transactionDetails.cardDetails.authorizationResponse.authorizationResult</b>            Values: <a href="#">List of authorization return codes</a> on page 71            E.g.: 00</p>
31	<p><b>3D_LS</b>            Type: VARCHAR   Length: 255            Description: 3D Secure payment guarantee.            Hosted Payment Page equivalent: <b>vads_warranty_result</b>            REST API equivalent: <b>transactionDetails.liabilityShift</b>            Values:</p> <ul style="list-style-type: none"> <li>• <b>YES</b>: Payment guaranteed 3D Secure.</li> </ul>

Pos.	Description
	<ul style="list-style-type: none"> <li><b>NO:</b> Payment not guaranteed3D Secure.</li> <li><b>UNKNOWN:</b> Payment guarantee cannot be determined following a technical error.</li> </ul> <p>E.g.:YES</p>
32	<p><b>INFO_EXTRA</b>  Type:VARCHAR  Length: 4096  Description: Populated with customizable fields allowing to add details to the confirmation e-mail sent to the merchant and in the IPN URL (<b>vads_ext_info_</b>).</p> <p>Hosted Payment Page equivalent:<b>vads_ext_info</b>  REST API equivalent: <b>metadata</b>  E.g.:  Ifvads_ext_info_key1=value1andvads_ext_info_key2=value2, INFO_EXTRAIis thus valued:  key1=value1 key2 = value2</p>

### File sample

Download the sample pack: <https://sogecommerce.societegenerale.eu/doc/files/samples/sample-files.zip>.

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

## 6.7. Customizing the report

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

- **Workspace report settings**

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

- **Active report settings**

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

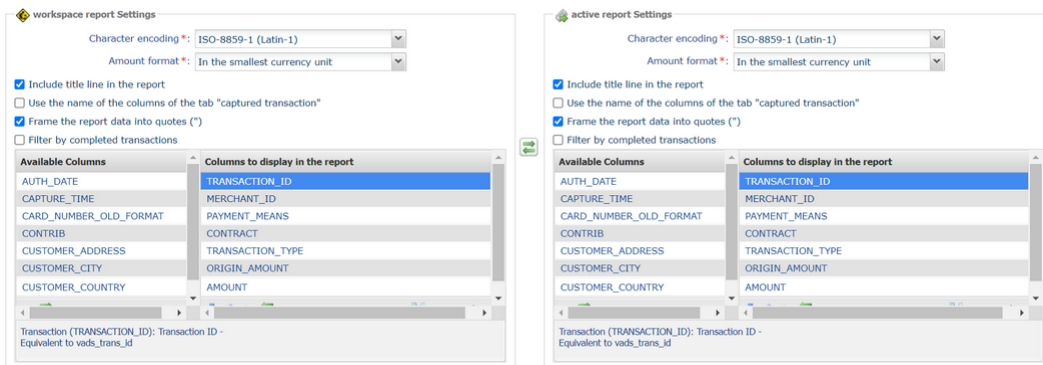



Figure 1: Workspace report settings and Active report settings

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

### 6.7.1. Defining character encoding

To select the character encoding:

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

## 6.7.2. Defining the amount format

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

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

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

For currencies with no subdivision:

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

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

## 6.7.3. Including/excluding the title line

By default, the report contains a Title record line:

Example:

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

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

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

## 6.7.4. Using the column titles of the tab Captured transactions

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

Examples: *TRANSACTION\_ID* changes to *Transaction*, *COMPLEMENTARY\_CODE* changes to *Risks*, etc.

To set up your choice:

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

2. if you wish to use the column titles of the tab Captured transactions, check the **Use the name of the columns of the tab "captured transaction"** box.
3. If you want to keep the default display, uncheck the **Use the name of the columns of the tab "captured transaction"** checkbox.
4. Click **Save**.

### 6.7.5. Enclosing data in quotes

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

Example: The value *978* changes to *"978"*, *MERCHANT\_ID* changes to *"MERCHANT\_ID"*, etc.

To set up your choice:

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

### 6.7.6. Applying a filter to finalized transactions

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

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

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

To set up your choice:

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











## 6.7.7. Managing content

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

The merchant can:

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

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

### In order to reverse the column order:

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

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

### To delete one or several columns:

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

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

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

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

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

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

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

### To add one or several columns:

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

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

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

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

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

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

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

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

### 6.7.8. Data available for customization

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

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

Label / Description
<ul style="list-style-type: none"> <li>• YY corresponds to the 2 last digits of the card number.</li> </ul> <p>Hosted Payment Page equivalent: <b>vads_card_number</b>  REST API equivalent: <b>transactionDetails.cardDetails.pan</b>  E.g.: 497014</p>
<p><b>CONTRIB</b>  Type:VARCHAR  Length: 255  Description: eCommerce solution used for the payment (Joomla, osCommerce, etc.). For proprietary implementations, this field can include the version number of the software developed by the merchant. The field is empty if it is not transmitted in the payment request.  Hosted Payment Page equivalent:<b>vads_contrib</b>  REST API equivalent: <b>contrib</b>.  E.g.: PrestaShop_1.5-1.7_1.12.0/1.7.6.2/7.1.32</p>
<p><b>CUSTOMER_ADDRESS</b>  Type:VARCHAR  Length: 255  Description: Buyer's address.  Hosted Payment Page equivalent:<b>vads_cust_address</b>  REST API equivalent:<b>customer.billingDetails.address</b>  E.g.: Rue de l'Innovation</p>
<p><b>CUSTOMER_CITY</b>  Type:VARCHAR  Length: 255  Description: Buyer's city.  Hosted Payment Page equivalent:<b>vads_cust_city</b>  REST API equivalent:<b>customer.billingDetails.city</b>  E.g.: Dijon</p>
<p><b>CUSTOMER_COUNTRY</b>  Type:VARCHAR  Length: 2  Description: Country code of the buyer (ISO 3166 alpha-2 standard).  Hosted Payment Page equivalent:<b>vads_cust_country</b>  REST API equivalent:<b>customer.billingDetails.country</b>  E.g.: FR for France</p>
<p><b>CUSTOMER_FIRSTNAME</b>  Type:VARCHAR  Length: 255  Description: Buyer's first name.  Hosted Payment Page equivalent: <b>vads_cust_first_name</b>  REST API equivalent:<b>customer.billingDetails.firstName</b>  E.g.: Emile</p>
<p><b>CUSTOMER_MAIL</b>  Type:VARCHAR  Length: 255  Description: Buyer's e-mail address.  Hosted Payment Page equivalent:<b>vads_cust_email</b>  REST API equivalent:<b>customer.email</b>  E.g.: sample@example.net</p>
<p><b>CUSTOMER_MOBILE_PHONE</b>  Type:VARCHAR  Length: 255  Description: Buyer's mobile phone.  Hosted Payment Page equivalent:<b>vads_cust_cell_phone</b>  REST API equivalent:<b>customer.billingDetails.cellPhoneNumber</b>  E.g.: 06123456789</p>
<p><b>CUSTOMER_NAME</b>  Type:VARCHAR  Length: 255  Description: Buyer's last name.  Hosted Payment Page equivalent:<b>vads_cust_last_name</b>  REST API equivalent:<b>customer.billingDetails.lastName</b>  E.g.: Gravier</p>
<p><b>CUSTOMER_NATIONAL_ID</b>  Type:VARCHAR  Length: 255  Description: Buyer's national identifier (CPF/CNPJ in Brazil).  Hosted Payment Page equivalent:<b>vads_cust_national_id</b>  REST API equivalent:<b>customer.billingDetails.identityCode</b></p>

Label / Description
E.g.: 12.345.678/0001-18
<p><b>CUSTOMER_PHONE</b>  Type:VARCHAR  Length: 255  Description: Buyer's phone number.  Hosted Payment Page equivalent:<b>vads_cust_phone</b>  REST API equivalent:<b>customer.billingDetails.phoneNumber</b>  E.g.: 0123456789</p>
<p><b>CUSTOMER_STATE</b>  Type:VARCHAR  Length: 255  Description: Buyer's state/region.  Hosted Payment Page equivalent:<b>vads_cust_state</b>  REST API equivalent:<b>customer.billingDetails.state</b>  E.g.: Bourgogne-Franche-Comté</p>
<p><b>CUSTOMER_TITLE</b>  Type:VARCHAR  Length: 255  Description: Buyer's title.  Hosted Payment Page equivalent:<b>vads_cust_title</b>  REST API equivalent: N/A  E.g.: Miss</p>
<p><b>CUSTOMER_ZIP_CODE</b>  Type:VARCHAR  Length: 255  Description: Buyer's zip code.  Hosted Payment Page equivalent:<b>vads_cust_zip</b>  REST API equivalent:<b>customer.billingDetails.zipCode</b>  E.g.: 21000</p>
<p><b>ERROR_CODE</b>  Type:NUMERIC  Length: 3  Description: Error details in case of declined payment.  Hosted Payment Page equivalent:<b>vads_payment_error</b>  REST API equivalent: N/A  E.g.: 149</p>
<p><b>IBAN</b>  Type:NUMERIC  Length: 34  Description: IBAN displayed in clear text. Populated only in the case of SEPA direct debit.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: FR1430001019010000267067032</p>
<p><b>LITIGES</b>  Type:BOOLEAN  Length: 5  Description: Chargeback reconciliation.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>true</b> The chargeback reconciliation option for non-payments is enabled and a lawsuit has been filed concerning the transaction regardless of the dispute outcome</li> <li>• <b>false</b> The Chargeback reconciliation option for non-payments is enabled and no lawsuits have been filed concerning the transaction</li> <li>• <b>empty</b> The Chargeback reconciliation option for non-payments is not enabled</li> </ul> <p>E.g.: true</p>
<p><b>MATCH_STATUS</b>  Type:VARCHAR  Length: 255  Description: Reconciliation status.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p>

Label / Description
<ul style="list-style-type: none"> <li><b>MATCH_OK</b> : Reconciliation made</li> <li><b>MATCH_ANALYSE</b> : To be analyzed</li> <li><b>R_CHARGEBACK</b> : SEPA chargeback</li> </ul> <p>E.g.: MATCH_OK</p>
<p><b>NSU</b>  Type:NUMERIC  Length: 255  Description: Unique sequence number (Latin America).  Hosted Payment Page equivalent: <b>vads_authent_nsu</b>  REST API equivalent: N/A  E.g.: 000000000000200</p>
<p><b>ORDER_INFO</b>  Type:VARCHAR  Length: 255  Description: Context of buyer's purchase.  Hosted Payment Page equivalent:<b>vads_order_info</b>  REST API equivalent:<b>metadata: "info"</b>  E.g.: info1</p>
<p><b>ORDER_INFO2</b>  Type:VARCHAR  Length: 255  Description: Context of buyer's purchase.  Hosted Payment Page equivalent:<b>vads_order_info2</b>  REST API equivalent:<b>metadata: "info2"</b>  E.g.: info2</p>
<p><b>ORDER_INFO3</b>  Type:VARCHAR  Length: 255  Description: Context of buyer's purchase.  Hosted Payment Page equivalent:<b>vads_order_info3</b>  REST API equivalent:<b>metadata: "info3"</b>  E.g.: info3</p>
<p><b>ORIGIN_TRANSACTION_UUID</b>  Type:VARCHAR  Length: 32  Description: UUID of the initial transaction.  Hosted Payment Page equivalent:<b>N/A</b>  REST API equivalent:<b>parentTransactionUuid</b>  E.g.: e829f769c0e44794963a53d34c888d75</p>
<p><b>PAYMENT_MEANS_TOKEN</b>  Type:VARCHAR  Length: 255  Description: Token of the payment method.  Hosted Payment Page equivalent: <b>vads_identifier</b>  REST API equivalent:<b>paymentMethodToken</b>  E.g.: 16ef4cd4872b48b7bd008bd41f242e3e</p>
<p><b>PAYMENT_OPTION</b>  Type:VARCHAR  Length: 255  Description: Payment option selected during payment.  Hosted Payment Page equivalent:<b>vads_payment_option_code</b>  REST API equivalent: N/A  E.g.: W3063</p>
<p><b>PRODUCT_CATEGORY</b>  Type:VARCHAR  Length: 1  Description: Card product category.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li><b>C</b> : CREDIT</li> <li><b>D</b> : DEBIT</li> <li><b>P</b> : PREPAID</li> </ul> <p>E.g.: D</p>
<p><b>REMITTANCE_DATE</b></p>

Label / Description
<p>Type:DATE  Length: 8            Description: Capture date (YYYYMMDD).            Hosted Payment Page equivalent: N/A            REST API equivalent:<b>captureResponse.captureDate</b>            E.g.: 20200116</p>
<p><b>REMITTANCE_NB</b>            Type:NUMERIC  Length: 6            Description: Capture number            Hosted Payment Page equivalent: N/A            REST API equivalent:<b>captureResponse.captureFileNumber</b>            E.g.: 1234567</p>
<p><b>SEQUENCE_NUMBER</b>            Type:NUMERIC  Length: 3            Description: Installment payment sequence number.            Hosted Payment Page equivalent:<b>vads_sequence_number</b>            REST API equivalent: <b>transactionDetails.sequenceNumber</b>            E.g.: 1</p>
<p><b>SHIPPING_ADDRESS</b>            Type:VARCHAR  Length: 255            Description: Shipping address.            Hosted Payment Page equivalent:<b>vads_ship_to_street</b>            REST API equivalent:<b>customer.shippingDetails.address</b>            E.g.: Boulevard de la Croisette</p>
<p><b>SHIPPING_CITY</b>            Type:VARCHAR  Length: 255            Description: Shipping city.            Hosted Payment Page equivalent:<b>vads_ship_to_city</b>            REST API equivalent:<b>customer.shippingDetails.city</b>            E.g.: Cannes</p>
<p><b>SHIPPING_COUNTRY</b>            Type:VARCHAR  Length: 2            Description: Country shipping code (ISO 3166 alpha-2 standard).            Hosted Payment Page equivalent:<b>vads_ship_to_country</b>            REST API equivalent:<b>customer.shippingDetails.country</b>            E.g.: FR</p>
<p><b>SHIPPING_DISTRICT</b>            Type:VARCHAR  Length: 255            Description: Shipping district/area.            Hosted Payment Page equivalent:<b>vads_ship_to_district</b>            REST API equivalent:<b>customer.shippingDetails.district</b>            E.g.: Croisette</p>
<p><b>SHIPPING_NAME</b>            Type:VARCHAR  Length: 255            Description: Recipient's last name.            Hosted Payment Page equivalent:<b>vads_ship_to_name</b>            REST API equivalent:<b>customer.shippingDetails.lastName</b>            E.g.: Simon Jeremi</p>
<p><b>SHIPPING_PHONE</b>            Type:VARCHAR  Length: 255            Description: Recipient's phone number.            Hosted Payment Page equivalent:<b>vads_ship_to_phone_num</b>            REST API equivalent:<b>customer.shippingDetails.phoneNumber</b>            E.g.: 06123456789</p>
<p><b>SHIPPING_STATE</b>            Type:VARCHAR  Length: 255            Description: Shipping state/region.            Hosted Payment Page equivalent:<b>vads_ship_to_state</b>            REST API equivalent:<b>customer.shippingDetails.state</b>            E.g.: Provence-Alpes-Côte d'Azur</p>
<p><b>SHIPPING_ZIP_CODE</b></p>

Label / Description
<p>Type:VARCHAR  Length: 255            Description: Shipping zip code.            Hosted Payment Page equivalent:<b>vads_ship_to_zip</b>            REST API equivalent:<b>customer.shippingDetails.zipCode</b>            E.g.: 06400</p>
<p><b>SHOP_KEY</b>            Type:NUMERIC  Length: 8            Description: Shop ID            Hosted Payment Page equivalent:<b>vads_site_id</b>            REST API equivalent:<b>shopId</b>            E.g.: 12345678</p>
<p><b>SHOP_NAME</b>            Type:VARCHAR  Length: 255            Description: Shop reference            Hosted Payment Page equivalent:<b>vads_shop_name</b>            REST API equivalent: N/A            E.g.: At Laplo</p>
<p><b>SOURCE_USER_INFO</b>            Type:VARCHAR  Length: 255            Description: Information about the user who made the payment.</p> <ul style="list-style-type: none"> <li>• In the case of a form payment, this parameter will be resent with the response and will include the value transmitted in the request.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>Hosted Payment Page equivalent:<b>vads_user_info</b>            REST API equivalent:<b>userInfo</b>            E.g.: jdupont</p>
<p><b>TICKET_NUMBER</b>            Type:NUMERIC  Length: 13            Description: External ticket number.            Hosted Payment Page equivalent: N/A            REST API equivalent: N/A            E.g.: 0895</p>
<p><b>TOTAL_AMOUNT</b>            Type:NUMERIC  Length: 13            Description: Total amount of the transaction.            Hosted Payment Page equivalent:            REST API equivalent:<b>orderDetails.orderTotalAmount</b>            E.g.: E.g.: 4525 for EUR 45.25</p>
<p><b>TRANSACTION_ID_EXT</b>            Type:VARCHAR  Length: 255            Description: External transaction reference            Hosted Payment Page equivalent: <b>vads_ext_trans_id</b>            REST API equivalent:<b>transactionDetails.externalTransactionId</b>            E.g.: 1238885523</p>
<p><b>TRANSACTION_UUID</b>            Type:VARCHAR  Length: 32            Description: UUID (Universally Unique Identifier) - transaction identifier.            Hosted Payment Page equivalent:<b>vads_transaction_uuid</b>            REST API equivalent:<b>uuid</b>            E.g.: b7a6b9ec0a5546eebce0b0641aadf27b</p>
<p><b>USER_INFO</b>            Type:VARCHAR  Length: 255            Description: Information about the user who made the payment. Corresponds to the user login in case of a manual payment.            Hosted Payment Page equivalent:<b>vads_user_info</b>            REST API equivalent: N/A</p>

**Label / Description**

E.g.: jdupont

**PAYMENT\_SOURCE**

Type: VARCHAR | Length: 255

Description: Information on the origin of the transaction.

Hosted Payment Page equivalent: N/A

REST API equivalent: N/A

Values:

- **E\_COMMERCE** : In redirection / embedded payment mode.
- **BACK\_OFFICE** : From the Merchant Back Office
- **TOKEN\_PAYMENT** : Payment by token
- **FILE\_PAYMENT\_SERVICE** : By file exchange
- **DATA\_FORM\_PAYMENT** : By data collection form
- **MAIL\_ORDER** : Payment order by E-mail
- **SMS\_ORDER** : Payment order by SMS
- **URL\_ORDER** : Payment order by URL
- **VOICE\_ORDER** : Payment order by SVI
- **INVOICE\_ORDER** : Invoice payment order
- **WHATSAPP\_ORDER** : Payment order by WhatsApp
- **PROXIMITY** : By Card-Present Environment
- **PROXIMITY\_CONTACTLESS** : By Card-Present Environment contactless
- **CMS** : By the CMS Back Office
- **WEB\_SERVICE** : By Web Service

E.g.: **E\_COMMERCE**



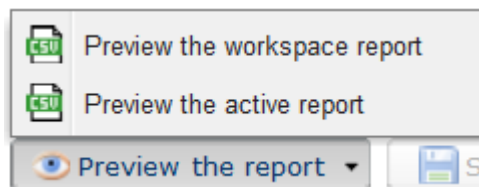
## 6.7.9. Previewing the Transactions report

The merchant can view the saved modifications at any time.

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

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

Two possibilities for preview appear:



2. Select the report to preview:

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

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

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

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

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

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

## 7. BANK RECONCILIATION REPORT

---

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

### 7.1. Availability

---

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 44).

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

- **by e-mail**

To do so, the Merchant must configure the destination e-mail address via the Merchant Back Office (see chapter [Configuring reception by e-mail](#) on page 44).

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

- **Via your SFTP client**

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

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

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

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

Reports are generated and sent 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.



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**.

## 7.2. 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**.

## 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 **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**.

## 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 **Bank 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. Configuring the amount format

---

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

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

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

For currencies with no subdivision:

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

To do so:

1. Via the 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**.

## 7.6. Naming rules

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

Nomenclature	Description
Code	<b>JRB</b>
Shop reference	The shop name in capital letters, as defined in the 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	<ul style="list-style-type: none"><li>• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions reconciled on the previous day. E.g.: 200112</li><li>• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions reconciled during the previous week. E.g.: 20W02</li><li>• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions reconciled during the previous month. E.g.: 20M01</li></ul>
Version	<b>V2 or V3</b>
Extension	<b>csv</b>

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

## 7.7. V2 Format

### The record« TITRE »

Pos.	Description	Values
01	Record code	<b>TITRE</b>
02	The shop label, as defined in the Merchant Back Office.	E.g.: DEMO Store
03	Dispatch date and time (YY/MM/DD_HH:MM:SS)	<b>20/01/14_03:05:00</b>
04	Version	<b>TABLE_V2</b>

### The record« ENTETE »and« DETAILS »

Pos.	Description
01	<b>ENTETE</b> Type:VARCHAR  Length: 8 Description: Record code. Value: <b>MATCHING</b>
02	<b>MERCHANT_COUNTRY</b> Type:VARCHAR  Length: 2 Description: Country code of the company (ISO 3166-1 alpha-2 standard). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: <b>FR</b> for France.
03	<b>MERCHANT_ID</b> Type:VARCHAR  Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <b>0+</b> Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028
04	<b>CONTRACT</b> Type:VARCHAR  Length: 255 Description: Merchant ID number. Hosted Payment Page equivalent: <b>vads_contract_used</b> REST API equivalent: <b>transactionDetails.mid</b> E.g.: 0535875
05	<b>PAYMENT_DATE</b> Type:TIMESTAMP  Length: 17 Description: Date and time of the payment (ISO 8601 standard), in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 2020-01-07T13:33Z
06	<b>TRANSACTION_ID</b> Type:VARCHAR  Length: 6 Description: Transaction identifier. Hosted Payment Page equivalent: <b>vads_trans_id</b> REST API equivalent: <b>cardDetails.legacyTransId</b> E.g.: xrT15p
07	<b>ORIGIN_AMOUNT</b> Type:NUMERIC  Length: 13 Description: Transaction amount at the moment of payment expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
08	<b>CURRENCY_CODE</b> Type: NUMERIC  Length: 3

Pos.	Description
	<p>Description: Numeric code of the currency (ISO 4217 standard).  Hosted Payment Page equivalent: <b>vads_currency</b>  REST API equivalent: <b>currency</b>  Values: <a href="#">List of supported currencies</a> on page 73  E.g.: 978 for euro (EUR)</p>
09	<p><b>PAYMENT_METHOD</b>  Type: VARCHAR   Length: 255  Description: Payment method.  Hosted Payment Page equivalent: <b>vads_card_brand</b>  REST API equivalent: <b>transactionDetails.cardDetails.effectiveBrand</b>  E.g.:</p> <ul style="list-style-type: none"> <li>• <b>CB</b> : Payment by CB card.</li> <li>• <b>AMEX</b> : Payment by American Express card.</li> <li>• <b>PAYPAL</b> : Payment via a PayPal account.</li> <li>• <b>SDD</b> : Payment by SEPA direct debit.</li> </ul>
10	<p><b>ORDER_ID</b>  Type: VARCHAR   Length: 255  Description: Order number generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_order_id</b>  REST API equivalent: <b>orderDetails.orderId</b>  E.g.: CX-1254</p>
11	<p><b>RETURN_CONTEXT</b>  Type: VARCHAR   Length: 500  Description: Context of buyer's purchase.  Concatenation of "additional information", separated by the   character".  Additional information can be transmitted through the merchant website:</p> <ul style="list-style-type: none"> <li>• via the field <b>vads_order_info</b>, <b>vads_order_info2</b>, <b>vads_order_info3</b> payment form,</li> <li>• via attributes <b>orderInfo</b>, <b>orderInfo2</b>, <b>orderInfo3</b> of the <b>object metadata</b> of the REST API</li> </ul> <p>Beyond 500 characters, the string is truncated.  Empty field if no additional information is transmitted.  Hosted Payment Page equivalent: <b>vads_order_info</b>   <b>vads_order_info2</b>   <b>vads_order_info3</b>  REST API equivalent: <b>orderInfo</b>   <b>orderInfo2</b>   <b>orderInfo3</b>  E.g.:</p> <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1  info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
12	<p><b>CUSTOMER_ID</b>  Type: VARCHAR   Length: 255  Description: Customer reference generated by the merchant website.  Hosted Payment Page equivalent: <b>vads_cust_id</b>  REST API equivalent: <b>customer.reference</b>  E.g.: C2383333540</p>
13	<p><b>OPERATION_TYPE</b>  Type: VARCHAR   Length: 2  Description: Type of operation.  Hosted Payment Page equivalent: <b>vads_operation_type</b>  REST API equivalent: <b>operationType</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>DT</b> : Debit</li> <li>• <b>CT</b> : Credit</li> </ul> <p>E.g.: DT</p>
14	<p><b>OPERATION_NUMBER</b>  Type: VARCHAR   Length: 0  Description: Operation sequence number.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A</p>



Pos.	Description
	Value: Always empty.
15	<b>REMITTANCE_DATE</b> Type:DATE   Length: 8 Description: Capture date. Hosted Payment Page equivalent: N/A REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureDate</b> E.g.: 20200107
16	<b>REMITTANCE_TIME</b> Type:TIME   Length: 6 Description: Capture time. Hosted Payment Page equivalent: N/A REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureDate</b> E.g.: 034500
17	<b>BRUT_AMOUNT</b> Type:NUMERIC   Length: 13 Description: Gross amount of a captured transaction (expressed in the smallest currency unit). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
18	<b>MATCH_STATUS</b> Type:VARCHAR   Length: 8 Description: Reconciliation status. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Value: Always populated with <b>MATCH_OK</b> .
19	<b>REMITTANCE_NB</b> Type:NUMERIC   Length: 6 Description: Capture number. Hosted Payment Page equivalent: N/A REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureFileNumber</b> E.g.: 22
20	<b>NET_AMOUNT</b> Type:NUMERIC   Length: 13 Description: Net amount (expressed in the smallest currency unit) credited to the merchant account. Specified only if the reconciliation is performed automatically and if the acquirer transmits the information. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
21	<b>COMMISSION_AMOUNT</b> Type:NUMERIC   Length: 13 Description: Commission fee amount (expressed in the smallest currency unit). Specified only if the reconciliation is performed automatically and if the acquirer transmits the information. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
22	<b>COMMISSION_CURRENCY</b> Type:NUMERIC   Length: 3 Description: Numeric code (ISO 4217 standard) of the commission currency. Specified only if the reconciliation is performed automatically and if the acquirer transmits the information. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 978 for euro (EUR) (See chapter <a href="#">List of supported currencies</a> on page 73).
23	<b>INTERCHANGE</b> Type:NUMERIC   Length: 13 Description: Amount of the exchange fees. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
24	<b>SCHEME_CHARGE_AMOUNT</b> Type:NUMERIC   Length: 13

Pos.	Description
	Description: Amount of the network commission. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
25	<b>BANK_CHARGE_AMOUNT</b> Type:NUMERIC  Length: 13 Description: Amount of the bank commission. Empty field if not provided by acquirer. E.g.: 4525 for EUR 45.25
26	<b>CARD_NATURE</b> Type:VARCHAR  Length: 1 Description: Nature of the card. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <ul style="list-style-type: none"> <li>• P : Consumer Card</li> <li>• E : Commercial Card</li> </ul> E.g.: P
27	<b>TRANSACTION_REGIONALITY</b> Type:VARCHAR  Length: 3 Description: Geographic area of the payment. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <ul style="list-style-type: none"> <li>• FRA : Domestic</li> <li>• UE : Inside EU</li> <li>• HUE : Outside EU</li> </ul> E.g.: FRA
28	<b>CARD_HOLDER_COUNTRY_CODE</b> Type:VARCHAR  Length: 3 Description: Country code (ISO 3166 alpha-3 standard) of the card. Empty field if not provided by acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: FRA for France
29	<b>CARD_SCHEME</b> Type:NUMERIC  Length: 1 Description: Card scheme. The field is empty if it is not transmitted by the acquirer. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <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> E.g.: 1
30	<b>CARD_PRODUCT_CATEGORY</b> Type:VARCHAR  Length: 1 Description: Card product category. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <ul style="list-style-type: none"> <li>• C : CREDIT</li> <li>• D : DEBIT</li> <li>• P : PREPAID</li> </ul>

Pos.	Description
	E.g.: D
31	<p><b>ACQ_INFOS</b>  Type:VARCHAR  Length: 255  Description: Complementary information sent by the acquirer.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:  <b>CardCategory=XX</b>  XX can take one of the following values:</p> <ul style="list-style-type: none"> <li>• HE : Card outside EU</li> <li>• CO : Intra-EU commercial card</li> <li>• DT : Intra-EU debit card</li> <li>• CT : Intra-EU credit card</li> <li>• UV : Intra-EU universal card (CB only)</li> <li>• NR : Intra-EU unregulated credit card</li> </ul> <p>E.g.: CardCategory=UV</p>

### The record «FIN»

Pos.	Description	Values
01	Record code	FIN

### File sample

Download the sample pack: <https://sogecommerce.societegenerale.eu/doc/files/samples/sample-files.zip>.

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

## 7.8. V3 Format

### The record« TITRE »

Pos.	Description	Values
01	Record code	<b>TITRE</b>
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	<b>TABLE_V3</b>

### The record« ENTETE »and« DETAILS »

Pos.	Description
01	<b>ENTETE</b> Type:VARCHAR  Length: 8 Description: Record code. Value: <b>MATCHING</b>
02	<b>MERCHANT_COUNTRY</b> Type:VARCHAR  Length: 2 Description: Country code of the company (ISO 3166-1 alpha-2 standard). Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: <b>FR</b> for France.
03	<b>MERCHANT_ID</b> Type:VARCHAR  Length: 255 Description: Legal identifier of the company. Hosted Payment Page equivalent: N/A REST API equivalent: N/A Values: <b>0+</b> Legal Identifier (Legal Identifier = SIRET (Système d'Identification du Répertoire des Etablissements)) E.g.: 045251785700028
04	<b>CONTRACT</b> Type:VARCHAR  Length: 255 Description: Merchant ID number. Hosted Payment Page equivalent: <b>vads_contract_used</b> REST API equivalent: <b>transactionDetails.mid</b> E.g.: 0535875
05	<b>PAYMENT_DATE</b> Type:TIMESTAMP  Length: 17 Description: Date and time of the payment (ISO 8601 standard), in UTC time zone. Hosted Payment Page equivalent: <b>vads_effective_creation_date</b> REST API equivalent: <b>creationDate</b> E.g.: 2020-01-07T13:33Z
06	<b>TRANSACTION_ID</b> Type:VARCHAR  Length: 6 Description: Transaction identifier. Hosted Payment Page equivalent: <b>vads_trans_id</b> REST API equivalent: <b>cardDetails.legacyTransId</b> E.g.: xrT15p
07	<b>ORIGIN_AMOUNT</b> Type:NUMERIC  Length: 13 Description: Transaction amount at the moment of payment expressed in the smallest currency unit. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 4525 for EUR 45.25
08	<b>CURRENCY_CODE</b> Type: NUMERIC  Length: 3 Description: Numeric code of the currency (ISO 4217 standard).

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

Pos.	Description
	Value: Always empty.
15	<p><b>REMITTANCE_DATE</b>  Type:TIMESTAMP  Length: 17  Description: Date and time (ISO 8601 standard) of the capture in UTC time zone.  Hosted Payment Page equivalent: N/A  REST API equivalent:<b>transactionDetails.cardDetails.captureResponse.captureDate</b>  E.g.: 2020-01-07T23:05Z</p>
16	<p><b>BRUT_AMOUNT</b>  Type:NUMERIC  Length: 13  Description: Gross amount of a captured transaction (expressed in the smallest currency unit).  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
17	<p><b>MATCH_STATUS</b>  Type:VARCHAR  Length: 255  Description: Reconciliation status.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Value: Always populated with<b>MATCH_OK</b>.</p>
18	<p><b>REMITTANCE_NB</b>  Type:NUMERIC  Max length: 6  Description: Capture number.  Hosted Payment Page equivalent: N/A  REST API equivalent: <b>transactionDetails.cardDetails.captureResponse.captureFileNumber</b>  E.g.: 22</p>
19	<p><b>NET_AMOUNT</b>  Type:NUMERIC  Length: 13  Description: Net amount (expressed in the smallest currency unit) credited to the merchant account.  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
20	<p><b>COMMISSION_AMOUNT</b>  Type:NUMERIC  Length: 13  Description: Commission fee amount (expressed in the smallest currency unit).  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
21	<p><b>COMMISSION_CURRENCY</b>  Type:NUMERIC  Length: 6  Description: Numeric code (ISO 4217 standard) of the commission currency.  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values: <a href="#">List of supported currencies on page 73</a>  E.g.: 978 for euro (EUR)</p>
22	<p><b>INTERCHANGE</b>  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</p>
23	<p><b>SCHEME_CHARGE_AMOUNT</b>  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</p>

Pos.	Description
	E.g.: 4525 for EUR 45.25
24	<p><b>BANK_CHARGE_AMOUNT</b>  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</p>
25	<p><b>CARD_NATURE</b>  Type:VARCHAR  Length: 1  Description: Nature 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  Values:</p> <ul style="list-style-type: none"> <li>• <b>P</b> : Consumer Card</li> <li>• <b>E</b> : Commercial Card</li> </ul> <p>E.g.: P</p>
26	<p><b>TRANSACTION_REGIONALITY</b>  Type:VARCHAR  Length: 3  Description: Geographic area of the payment.  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> <ul style="list-style-type: none"> <li>• <b>FRA</b> : Domestic</li> <li>• <b>UE</b> : Inside EU</li> <li>• <b>HUE</b> : Outside EU</li> </ul> <p>E.g.: FRA</p>
27	<p><b>CARD_HOLDER_COUNTRY_CODE</b>  Type:VARCHAR  Length: 3  Description: Country code (ISO 3166 alpha-3 standard) of the card.  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</p>
28	<p><b>CARD_SCHEME</b>  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:</p> <ul style="list-style-type: none"> <li>• <b>1</b> :CB</li> <li>• <b>2</b> :VISA</li> <li>• <b>3</b> :MCI</li> <li>• <b>4</b> :ECI</li> <li>• <b>9</b> : Undetermined (CB or VISA)</li> </ul> <p>E.g.: 1</p>
29	<p><b>CARD_PRODUCT_CATEGORY</b>  Type:VARCHAR  Length: 1  Description: Card product category.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p>

Pos.	Description
	<ul style="list-style-type: none"> <li>• <b>C</b> : CREDIT</li> <li>• <b>D</b> : DEBIT</li> <li>• <b>P</b> : PREPAID</li> </ul> <p>E.g.: D</p>
30	<p><b>ACQ_INFOS</b>  Type:VARCHAR  Length: 255  Description: Complementary information sent by the acquirer.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:  <b>CardCategory=XX</b>  XX can take one of the following values:</p> <ul style="list-style-type: none"> <li>• HE : Card outside EU</li> <li>• CO : Intra-EU commercial card</li> <li>• DT : Intra-EU debit card</li> <li>• CT : Intra-EU credit card</li> <li>• UV : Intra-EU universal card (CB only)</li> <li>• NR : Intra-EU unregulated credit card</li> </ul> <p>E.g.: CardCategory=UV</p>
31	<p><b>TRANSACTION_UUID</b>  Type:VARCHAR  Length: 255  Description: Unique transaction ID.  Hosted Payment Page equivalent: <b>vads_trans_uuid</b>  REST API equivalent: <b>uuid</b>  E.g.: e078b7a6a01c494eae6afd52c4ea2bee</p>
32	<p><b>DATA_COMP_1</b>  Type:VARCHAR  Length: 255  Description: Unique Identifier (UUID) of the original transaction in case of refund or duplication.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 31c1d62734ef479f87cfd30bef8c7e01</p>
33	<p><b>DATA_COMP_2</b>  Type:TIMESTAMP  Length: 17  Description: Value date (ISO 8601 standard), in UTC time zone.  Specified only if the reconciliation is performed automatically and if the acquirer transmits the information.  Hosted Payment Page equivalent: <b>vads_effective_creation_date</b>  REST API equivalent: <b>creationDate</b>  E.g.: 2020-01-10T23:00Z</p>
34	<p><b>DATA_COMP_3</b>  Type:NUMERIC  Length: 15  Description: Unique capture reference.  In case of SEPA payments, this identifier is visible on bank statements.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 000000002200001</p>
35	<p><b>DATA_COMP_4</b>  Type:VARCHAR  Length: 255  Description: Token or Unique Mandate Reference in case of a SEPA payment.  Hosted Payment Page equivalent: <b>vads_identifier</b>  REST API equivalent: <b>paymentMethodToken</b>  E.g.: d413bdbf0071390ce332d0acd977f270</p>
36	<p><b>DATA_COMP_5</b>  Type:VARCHAR  Length: 255  Description: End-to-End Identification.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A</p>



Pos.	Description
	E.g.: L00893307901
37	<p><b>DATA_COMP_6</b>  Type:VARCHAR  Length: 255  Description: Buyer's legal name or last name.  Set to the value of the <b>vads_cust_legal_name</b> field associated with the token.  Otherwise, set to the value of the <b>vads_cust_first_name</b> and <b>vads_cust_last_name</b> fields associated with the token, separated by a space character.  Hosted Payment Page equivalent: <b>vads_cust_legal_name</b> if applicable, otherwise <b>vads_cust_first_name + vads_cust_last_name</b>.  REST API equivalent: <b>customer.billingDetails.firstName + customer.billingDetails.lastName</b>  E.g.:</p> <ul style="list-style-type: none"> <li>• The Company</li> <li>• Jean Dupont</li> </ul>
38	<p><b>DATA_COMP_7</b>  Type:TIMESTAMP  Length: 17  Description:</p> <ul style="list-style-type: none"> <li>• Date and time (ISO 8601 standard) in UTC time zone of the capture requested by the merchant for a payment by card.</li> <li>• Date and time (ISO 8601 standard) in UTC time zone of the funds transfer for a SEPA payment.</li> </ul> <p>Hosted Payment Page equivalent: <b>vads_presentation_date</b>  REST API equivalent: <b>transactionDetails.cardDetails.expectedCaptureDate</b>  E.g.: 2020-01-10T23:00Z</p>
39	<p><b>DATA_COMP_8</b>  Type:VARCHAR  Length: 255  Description: SEPA Creditor Identifier of the company. Always populated in case of a SEPA payment.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: FR12ZZZ123456</p>
40	<p><b>DATA_COMP_9</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
41	<p><b>DATA_COMP_10</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
42	<p><b>DATA_COMP_11</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
43	<p><b>DATA_COMP_12</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
44	<p><b>DATA_COMP_13</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
45	<p><b>DATA_COMP_14</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
46	<p><b>DATA_COMP_15</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
47	<p><b>DATA_COMP_16</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
48	<p><b>DATA_COMP_17</b>  Type:VARCHAR  Length: 255  Description: Reserved for future use</p>
49	<p><b>DATA_COMP_18</b>  Type:VARCHAR  Length: 255</p>

Pos.	Description
	Description: Reserved for future use
50	<b>DATA_COMP_19</b> Type:VARCHAR  Length: 255 Description: Reserved for future use
51	<b>DATA_COMP_20</b> Type:VARCHAR  Length: 255 Description: Reserved for future use

### The record «FIN»

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

### File sample

Download the sample pack: <https://sogecommerce.societegenerale.eu/doc/files/samples/sample-files.zip>.

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

## 8. CHARGEBACK RECONCILIATION REPORT

---

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

### 8.1. Availability

---

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 59).

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 61).

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

- **Via your SFTP client**

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

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

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

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

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

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

To do so:

1. In your 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.

### 8.2. 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**.

## 8.3. 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**.

## 8.4. 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**.

## 8.5. Naming rules

---

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

Nomenclature	Description
Code	<b>JRI</b>
Shop reference	The shop name in capital letters, as defined in the 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	<ul style="list-style-type: none"><li>• Daily frequency: date in the YYMMDD format. Always corresponds to the day before the report was generated. The report is generated daily. It contains transactions disputed on the previous day. E.g.: 200112</li><li>• Weekly frequency: date in the YYWXX format (W stands for Week and XX for the number of the week). The report is generated every Monday. It contains transactions disputed during the previous week. E.g.: 20W02</li><li>• Monthly frequency: date in the YYMXX format (YY for the last two digits of the year, M for month and XX for the number of the month). The report is generated on the 1st day of the month. It contains transactions disputed during the previous month. E.g.: 20M01</li></ul>
Version	<b>V1</b>
Extension	<b>csv</b>

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

The JRI is not available in TEST mode.

## 8.6. V1 Format

### The record« TITRE »

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

### The record« ENTETE »and« DETAILS »

#### IMPORTANT

*The JRI file is supplied both transactions rejected by Société Générale as a creditor bank and chargeback transactions rejected by the bank of the user/debtor bank or contested by the user/debtor him/herself.*

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

Pos.	Description
	<p>Hosted Payment Page equivalent:<b>vads_operation_type</b>  REST API equivalent:<b>operationType</b>  Values:</p> <ul style="list-style-type: none"> <li>• <b>D</b> : Debit (purchase receipt)</li> <li>• <b>C</b> : Credit (credit receipt)</li> </ul> <p>E.g.: D</p>
08	<p><b>SOURCE_AMOUNT</b>  Type:NUMERIC  Length: 13  Description: Gross amount of the receipt.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
09	<p><b>SIRET</b>  Type:VARCHAR  Length: 255  Description: Legal identifier of the company.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Value:  SIRET (Système d'Identification du Répertoire des Etablissements)  E.g.: 045251785700028</p>
10	<p><b>UNPAID_NB</b>  Type:NUMERIC  Length: 11  Description: Number of the chargeback file.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 00000645948</p>
11	<p><b>UNPAID_CODE</b>  Description: Code of the chargeback reason.  Always populated with<b>45</b>for transactions made within the network.CB.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 45 (See <a href="#">Table of reasons for chargeback</a> on page 78)</p>
12	<p><b>CURRENCY_CODE</b>  Type: NUMERIC  Length: 3  Description: Numeric code of the currency (ISO 4217 standard).  Hosted Payment Page equivalent: <b>vads_currency</b>  REST API equivalent: <b>currency</b>  Values: <a href="#">List of supported currencies</a> on page 73  E.g.: 978 for euro (EUR)</p>
13	<p><b>CONTRACT_TYPE</b>  Description: Contract (MID) type.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Values:</p> <ul style="list-style-type: none"> <li>• <b>3</b> : payment made on one of the following networks:CB,SEPA,AMEX,.</li> <li>• empty: payment made within the networkPAYPAL</li> </ul> <p>E.g.: 3</p>
14	<p><b>POS_NB</b>  Type:NUMERIC  Length: 8  Description: Number of the point of sale.  Hosted Payment Page equivalent:<b>vads_site_id</b>  REST API equivalent:<b>shopId</b>  Always empty for transactions made within the AMEXGLOBAL network.  E.g.: 12345678</p>
15	<p><b>REMITTANCE_DATE</b>  Description: Capture date.  Hosted Payment Page equivalent: N/A  REST API equivalent:<b>transactionDetails.cardDetails.captureResponse.captureDate</b></p>



Pos.	Description
	E.g.: 20200107
16	<p><b>EXCHANGE_AMOUNT</b></p> <p>Type:NUMERIC  Length: 13</p> <p>Description: Amount of the invoice in counter currency. Empty field if not provided by acquirer.</p> <p>Always empty for PayPal transactions.</p> <p>Always empty for transactions made within the AMEXGLOBAL network.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 4525 for EUR 45.25</p>
17	<p><b>VALUE_DATE</b></p> <p>Description: Value date. Empty field if not provided by acquirer.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 20200114</p>
18	<p><b>UNPAID_AMOUNT</b></p> <p>Type:NUMERIC  Length: 13</p> <p>Description: Chargeback amount.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 4525 for EUR 45.25</p>
19	<p><b>EXCHANGE_UNPAID_AMOUNT</b></p> <p>Type:NUMERIC  Length: 13</p> <p>Description: Amount of the non-payment in counter currency. Empty field if not provided by acquirer.</p> <p>Always empty for PayPal transactions.</p> <p>Always empty for transactions made within the AMEXGLOBAL network.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 4525 for EUR 45.25</p>
20	<p><b>EXCHANGE_CURRENCY_CODE</b></p> <p>Type:NUMERIC  Length: 3</p> <p>Description: Numeric code of the counter currency (ISO 4217 standard). Empty field if not provided by acquirer.</p> <p>Always empty for PayPal transactions.</p> <p>Always empty for transactions made within the AMEXGLOBAL network.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 978 for euro (EUR) (See chapter <a href="#">List of supported currencies</a> on page 73).</p>
21	<p><b>CHARGED_BANK_CODE</b></p> <p>Type:NUMERIC  Length: 5</p> <p>Description: Bank code to apply. Empty field if not provided by acquirer.</p> <p>Always empty for PayPal transactions.</p> <p>Always empty for transactions made within the AMEXGLOBAL network.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 14707</p>
22	<p><b>CHARGED_COUNTER</b></p> <p>Type:NUMERIC  Length: 5</p> <p>Description: Original counter code. Empty field if not provided by acquirer.</p> <p>Always empty for PayPal transactions.</p> <p>Always empty for transactions made within the AMEXGLOBAL network.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 00070</p>
23	<p><b>CHARGED_ACCOUNT</b></p> <p>Description: Account number. Empty field if not provided by acquirer.</p> <p>Always empty for PayPal transactions.</p> <p>Always empty for transactions made within the AMEXGLOBAL network.</p> <p>Hosted Payment Page equivalent: N/A</p> <p>REST API equivalent: N/A</p> <p>E.g.: 01234567890</p>
24	<b>CHARGED_ADMIN_ACCOUNT</b>

Pos.	Description
	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 AMEXGLOBAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 00070
25	<b>PBA_REMIT_NB</b> Type:NUMERIC  Length: 6 Description: PBA capture number. Empty field if not provided by acquirer. Always empty for PayPal transactions. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: 123456
26	<b>MATCH_STATUS</b> Description: Chargeback reconciliation status. Values: <ul style="list-style-type: none"> <li>• <b>MATCH_OK</b> : Reconciliation made</li> <li>• <b>MATCH_ANALYSE</b> : To be analyzed</li> <li>• <b>R_CHARGEBACK</b> : SEPA chargeback</li> </ul> Always set to MATCH_OK for transactions made within the AMEXGLOBAL network. Always set to MATCH_OK for transactions made within the PAYPAL network. Hosted Payment Page equivalent: N/A REST API equivalent: N/A E.g.: MATCH_OK
27	<b>CUSTOMER_ID</b> Description: Customer reference generated by the merchant website. Hosted Payment Page equivalent: <b>vads_cust_id</b> REST API equivalent: <b>customer.reference</b> Always empty for PayPal transactions. E.g.: C2383333540
28	<b>ORDER_ID</b> Description: Order number generated by the merchant website. Hosted Payment Page equivalent: <b>vads_order_id</b> REST API equivalent: <b>orderDetails.orderId</b> E.g.: CX-1254
29	<b>RETURN_CONTEXT</b> Type:VARCHAR  Length: 500 Description: Context of buyer's purchase. Concatenation of "additional information", separated by the character.  ". Additional information can be transmitted through the merchant website: <ul style="list-style-type: none"> <li>• via the field<b>vads_order_info,vads_order_info2,vads_order_info3</b>payment form,</li> <li>• via attributes<b>orderInfo, orderInfo2, orderInfo3</b>of the <b>object metadata</b> of the REST API</li> </ul> Beyond 500 characters, the string is truncated. Empty field if no additional information is transmitted. Always empty for PayPal transactions. Always empty for transactions made within the AMEXGLOBAL network. Hosted Payment Page equivalent: <b>vads_order_info vads_order_info2 vads_order_info3</b> REST API equivalent: <b>orderInfo   orderInfo2   orderInfo3</b> E.g.: <ul style="list-style-type: none"> <li>• info1 info2 info3 if the 3 pieces of additional information are transmitted.</li> <li>• info1   info3: if only the 1st and 3rd pieces of additional information are transmitted.</li> </ul>
30	<b>TRANSACTION_STATUS</b> Description: Status of the transaction. Hosted Payment Page equivalent: <b>vads_trans_status</b> REST API equivalent: <b>detailedStatus</b>

Pos.	Description
	Value: Always populated with <b>CAPTURED</b>
31	<p><b>CURRENT_AMOUNT</b>  Type:NUMERIC  Length: 13  Description: Current transaction amount. Corresponds to the captured amount minus the refunded amount or the amount waiting for refund.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
32	<p><b>ORIGIN_AMOUNT</b>  Type:NUMERIC  Length: 13  Description: Initial transaction amount  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 4525 for EUR 45.25</p>
33	<p><b>CARD_TYPE</b>  Description: Card type.  Hosted Payment Page equivalent:<b>vads_card_brand</b>  REST API equivalent:<b>transactionDetails.cardDetails.effectiveBrand</b>  E.g.:</p> <ul style="list-style-type: none"> <li>• <b>CB</b> : Payment by CB card.</li> <li>• <b>AMEX</b> : Payment by American Express card.</li> <li>• <b>PAYPAL</b> : Payment via a PayPal account.</li> <li>• <b>SDD</b> : Payment by SEPA direct debit.</li> </ul>
34	<p><b>CHARGED_CARD_TYPE</b>  Description: Type of chargeback.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  Value: always empty.</p>
35	<p><b>UNPAID_SETTLE_DATE</b>  Description: Non-payment settlement date. Empty field if not provided by acquirer.  Always empty for PayPal transactions.  Always empty for transactions made within the AMEXGLOBAL network.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 20200114</p>
36	<p><b>UNPAID_DOC_REASON</b>  Description: Motive of document request. Empty field if not provided by acquirer.  Always empty for PayPal transactions.  Always empty for transactions made within the AMEXGLOBAL network.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.:</p>
37	<p><b>UNPAID_DOC_DATE</b>  Description: Date of the initial documentation request. Empty field if not provided by acquirer.  Always empty for PayPal transactions.  Always empty for transactions made within the AMEXGLOBAL network.  Hosted Payment Page equivalent: N/A  REST API equivalent: N/A  E.g.: 20200114</p>

### The record «FIN»

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

### File sample

Download the sample pack: <https://sogecommerce.societegenerale.eu/doc/files/samples/sample-files.zip>.

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

## 9. REISSUING A REPORT

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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.

## 10. OBTAINING HELP

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Looking for help? See our FAQ:

<https://sogecommerce.societegenerale.eu/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 have your shop ID ready (an 8-digit number).

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

## 11. ANNEXES

These annexes include:

- The list of return authorization codes that can appear in the **BANK\_RESPONSE\_CODE** column.
- The list of supported currencies.
- The list of error codes that may appear in the **ERROR\_CODE** column of the Transactions report.
- The list of reasons for chargeback.

### 11.1. List of authorization return codes

Codes returned by the **CB** network:

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

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

Codes returned by the **PayPal** network:

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



## 11.2. List of supported currencies

Currency	ISO 4217 encoding	Number of digits after the decimal point
Australian Dollar (AUD)	036	2
Cambodian Riel (KHR)	116	0
Canadian Dollar (CAD)	124	2
Chinese Yuan (Renminbi) (CNY)	156	1
Czech Crown (CZK)	203	2
Danish Crown (DKK)	208	2
Hong Kong Dollar (HKD)	344	2
Hungarian Forint (HUF)	348	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
Moroccan Dirham (MAD)	504	2
New Zealand dollar (NZD)	554	2
Norwegian Crown (NOK)	578	2
Philippine Peso (PHP)	608	2
Russian Ruble (RUB)	643	2
Singapore Dollar (SGD)	702	2
South-African Rand (ZAR)	710	2
Swedish Crown (SEK)	752	2
Swiss Franc (CHF)	756	2
Thai Baht (THB)	764	2
Tunisian Dinar (TND)	788	3
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
Euro (EUR)	978	2
Polish Zloty (PLN)	985	2
Brazilian Real (BRL)	986	2

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

Code	Message
1	Transaction not found.
2	Transaction not found.
3	This action has not been authorized for a transaction with the X status.
4	This transaction is not authorized in this context.
5	This transaction already exists.
6	Invalid transaction amount.
7	This operation is no longer allowed for a transaction created on this date.
8	The payment method exp. date does not allow to process this action.
9	Required security code.

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	Shop not found.
23	Merchant ID (MID) unclear.
24	Merchant ID (MID) invalid.
25	A technical problem occurred. We are not able to process your request.
26	Invalid card number
27	Invalid card number.
28	Invalid card number.
29	Invalid card number.
30	Invalid card number (Luhn).
31	Invalid card number (length).
32	The card number does not match the selected payment method.
33	The card number does not match the selected payment method.
34	Card with unconditional authorization control failed.
35	E-carte bleue control failed.
36	The transaction has been refused by risk management.
37	Interruption not processed during the payment.
38	A technical problem occurred. We are not able to process your request.
39	3D Secure was declined for this transaction
40	A technical problem occurred. We are not able to process your request.
41	A technical problem occurred. We are not able to process your request.
42	An internal problem occurred during the card number checking.
43	An internal problem occurred during the card number checking.
44	Unauthorized action for face-to-face transactions.
45	Invalid currency for this change.
46	The amount exceeds the maximum authorized amount.
47	The requested capture date is later than the authorization validity date.
48	The required change is not valid.
49	Invalid definition of installment payment.
50	Unknown POS.
51	Unknown exchange rate.
52	This Merchant ID (MID) has been closed since aaaa/mm/dd.
53	The TEST shop has been closed since aaaa/mm/dd.
54	Rejected parameter that may contain sensitive data.
55	A technical problem occurred. We are not able to process your request.
56	The The amount is lower than the authorized minimum amount.
57	Error retrieving the alias.
58	The alias status is not compatible with this operation.
59	Error retrieving the alias.
60	This token already exists.
61	Invalid token.
62	Token creation failed.
63	This recurring payment already exists.

Code	Message
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 X with the order number XX because as it is not yet registered in a CNAB/Remessa file.
85	Commission absent upon boleto capture.
86	Capture(s) not authorized for transaction(s) X as it is not yet registered in a CNAB/Remessa file.
87	A technical problem occurred. We are not able to process your request.
88	Refund error: PayPal does not allow transaction refunds after 60 days.
89	The modification is not authorized.
90	An error occurred during the refund of this transaction.
91	No payment options have been enabled for this MID.
92	An error occurred while calculating the payment channel.
93	An error occurred during buyer redirection to the page of payment finalization.
94	A technical error occurred during the call to the RSP service.
96	An error occurred during the capture of this transaction.
97	The requested capture date is too far.
98	Invalid transaction date.
99	An error occurred while calculating the payment source.
100	Failed commercial card verification.
101	Rejected as the first installment has been rejected.
103	The transaction status could not be synchronized with the external system.
104	An error occurred during the capture of this transaction.
105	3D Secure - Invalid signature of the authentication message (Pares).
106	Unsupported currency on this Merchant ID (MID) and/or shop.
107	The payment method associated with the token is no longer valid.
108	A technical problem occurred. We are not able to process your request.
109	Timeout during buyer redirection.
110	Payment method not supported by the Merchant ID (MID).
111	Refusal of transactions without Liability shift.
112	Cancellation is not authorized.
113	Duplication is not authorized.
115	Refund is not authorized.
116	Manual payment not authorized for this payment method.
118	Payment in installments not authorized for this payment method.
119	The submitted date is invalid.

Code	Message
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 Facility Pay transaction cannot be canceled/modified/refunded between 11.30 p.m. and 5.30 a.m.
152	A technical problem occurred. We are not able to process your request.
153	A technical error occurred during the call to the Banque Accord service.
155	The Facility Pay transaction could not be canceled/edited/refunded: the transaction status does not allow to perform the requested action. Reminder regarding a Facility Pay transaction: a refund must be made within two days after the capture, the delay between two refunds is one day, a partial refund is limited to 20 days, a full refund is limited to 6 months.
156	Operation not supported.
158	A technical problem occurred. We are not able to process your request.
159	The amount is less than the minimum amount authorized (minimum= X).
160	It is impossible to refund the transaction X as it has been subject to chargeback.
161	The modification failed because the chosen payment option is not available.
162	The modification failed because the chosen payment option is no longer valid.
163	The modification failed because the chosen payment option does not exist.
164	Invalid payment option.
165	The ID type is present, but its number is absent.
166	The ID number is present, but its type is absent.
167	The ID type is unknown.
168	The ID number is invalid.
169	The specific data that must be transmitted to the acquirer is invalid.
170	Deferred payment is not authorized.
171	The number of months for the deferred payment is not authorized.
172	The selected payment process is invalid.
173	Error within the Express Checkout PayPal service.
174	Card issuer unavailable.
175	Cancellation impossible, please try a refund.
176	Refund impossible, please try a cancellation.
177	No response to the authorization request was received within the fixed time-frame.
178	Cancellation impossible, the transaction has already been canceled.

Code	Message
179	The transaction status is unknown.
182	The customer's national identifier is absent.
183	The format of the customer's national identifier is incorrect.
184	The e-mail is absent.
186	The minimum authorized amount cannot make up less than 80% of the initial amount.
187	In order to refund the transaction, please contact RBM at <a href="mailto:solicitudes@rbm.com.co">solicitudes@rbm.com.co</a> .
188	In order to refund the transaction, please contact Credibanco at <a href="mailto:atrec@credibanco.com">atrec@credibanco.com</a> .
189	In order to refund the transaction, please contact Davivienda at <a href="mailto:wemedellin@davivienda.com">wemedellin@davivienda.com</a> .
190	The reason for refusal does not allow transaction duplication.
191	The billing address is absent or incomplete.
192	Manual capture is not allowed for this type of contract.
193	Amplification refused by the issuer. This amplification authorization refusal does not affect the initial authorization, which is still valid.
194	Credit is not allowed for this transaction type.
195	The amount eligible in TRD is invalid.
196	The amount eligible in TRD is negative.
197	The amount eligible in TRD is greater than the order amount.
198	The data transmitted to the CONECS network in the <code>vads_acquirer_transient_data</code> field does not contain the <code>eligibleAmount</code> key.
199	The amount eligible in TRD is lower than €1.50.
200	The specific data that must be transmitted to the acquirer is invalid.
201	The Buyer's name is absent or incomplete.
202	Payment token canceled.
203	Payment method verification rejected.
204	An error occurred during the cancellation of this transaction.
205	3D Secure - cannot reach DS or ACS.
206	3D Secure - A technical error occurred during the process. For more details, see the <i>Transaction with failed 3D Secure authentication</i> article via the <a href="#">Retrieving the cardholder authentication result</a> chapter.
207	3D Secure - Refusal of the authentication by the issuer.. For more details, see the <i>Transaction with failed 3D Secure authentication</i> article via the <a href="#">Retrieving the cardholder authentication result</a> 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 <a href="mailto:sercliente-co@edenred.com">sercliente-co@edenred.com</a> .
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.

## 11.4. Table of reasons for chargeback

### 11.4.1. VISA chargebacks

Code	Reason - Description
30	Merchandise/Services Not Received
41	Cancelled Recurring Transaction
53	Not as Described or Defective Merchandise
57	Fraudulent Multiple Transactions
62	Counterfeit Transaction
70	Card Recovery Bulletin or Exception File
71	Declined Authorization
72	No Authorization
73	Expired Card
74	Late Presentment
75	Transaction Not Recognized
76	Incorrect Currency or Transaction Code or Violation of Domestic Transaction Processing Rules
77	Non-Matching Account Number
78	Service Code Violation
80	Incorrect Transaction Amount or Account Number
81	Fraud – Card-Present Environment
82	Duplicate Processing
83	Fraud – Card-Absent Environment
85	Credit Not Processed
86	Paid by Other Means
90	Non-Receipt of Cash or Load Transaction Value at ATM
93	Visa Fraud Monitoring Program
1010	EMV Liability Shift Counterfeit Fraud
1020	EMV Liability Shift Non-Counterfeit Fraud
1030	Other Fraud – Card Present Environment
1040	Other Fraud – Card Absent Environment
1050	Visa Fraud Monitoring Program
1110	Visa Fraud Monitoring Program
1120	Declined Authorization
1130	No Authorization
1210	Late Presentment
1220	Incorrect Transaction Code
1230	Incorrect Currency
1240	Incorrect Transaction Account Number
1250	Incorrect Transaction Amount
1261	Duplicate Processing or Paid by Other Means
1262	Paid by Other Means
1270	Invalid Data
1310	Merchandise/Services Not Received
1320	Cancelled Recurring Transaction
1330	Not as Described or Defective Merchandise/Services
1340	Counterfeit Merchandise
1350	Invalid Data
1360	Credit Not Processed
1370	Cancelled Merchandise/Services
1380	Original Credit Transaction Not Accepted

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

### 11.4.2. 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)

### 11.4.3. 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

### 11.4.4. SEPA DIRECT DEBIT chargebacks

ISO code	Reason - Description
AC01	<p><b>Incorrect Account Number</b></p> <ul style="list-style-type: none"> <li>The IBAN or BIC code provided by the buyer is incorrect.</li> <li>The account is not in euros.</li> </ul>
AC03	<b>Wrong IBAN</b>
AC04	<p><b>Closed Account Number</b></p> <p>The account has been closed. The buyer may have used an old account number or closed the account since the mandate was implemented.</p>
AC06	<p><b>Blocked account</b></p> <p>The account has been blocked for direct debits:</p> <ul style="list-style-type: none"> <li>either by the bank</li> <li>or by the buyer</li> </ul>
ACNR	<b>Acceptance of claim of non-receipt</b>
ACVA	<b>Acceptance of value date change</b>
AG01	<p><b>Transaction forbidden on this type of account</b></p> <p>The SEPA direct debit cannot be implemented for this type of account. E.g.: savings account.</p>
AG02	<p><b>Invalid Bank Operation Code</b></p> <p>Technical error</p>
AM04	<p><b>Insufficient funds</b></p> <p>The debtor's bank could not cover the direct debit due to insufficient funds.</p>
AM05	<p><b>Duplication</b></p> <p>Collection has already been made. This could either be due to an incorrect transaction ID, or if two transactions have been submitted.</p>



ISO code	Reason - Description
AM09	<b>Wrong amount</b>
ARDT	<b>Original operation already returned</b>
ARJT	<b>Operation already rejected</b>
BE04	<b>Missing Creditor Address</b>
BE05	<b>Unrecognised Initiating Party</b> The provided Creditor ID is incorrect or invalid.
CERI	<b>ERI check</b>
CNOR	<b>Non-trading bank</b>
CUST	<b>By customer's order</b>
CVAA	<b>Correct value date already applied</b>
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	<b>Duplicate</b>
ED05	<b>Settlement Failed</b>
ERIN	<b>ERI option not supported</b>
FF01 (Previously MD03)	<b>Invalid File Format</b> Technical error
FF05	<b>Direct debit type incorrect</b> Technical error
FOCR	<b>Positive response to a recall</b>
FRAD	<b>Transfer of fraudulent origin</b>
LEGL	<b>Regulatory reason</b>
MD01	<b>No valid mandate</b> The mandate for the buyer's account is no longer valid. The mandate may have been canceled by the buyer. It is also used when a customer requests a refund, stating that the transaction was not authorized. This can occur up to 13 months after the settlement.
MD02	<b>Mandate data missing or incorrect</b> Technical error.
MD03	<b>Invalid File Format</b> Technical error.
MD06	<b>Disputed authorized transaction</b> The buyer has requested a refund of an authorized transaction. May be received up to 8 weeks after the settlement.
MD07	<b>Debtor deceased</b> You have attempted to set up a mandate for the account of a deceased individual. Extremely rare.
MODI	<b>Modified upon request</b>
MS02	<b>Refusal by the debtor - Not Specified Reason</b> The buyer rejects the direct debit. This code may be received pre- or post-settlement, depending on how quickly the buyer's bank responds to the rejection.
MS03	<b>Reason not specified</b> One of the most common error codes. Often used when banks choose to not provide more specific explanatory codes, such as MD07 and AM04, due to data protection reasons.
NERI	<b>ERI absent</b>
NOAS	<b>No authorization</b>
NOOR	<b>Payment not processed</b>
RC01	<b>Bank Identifier Incorrect</b> Bank identifier incorrect (i.e. invalid BIC).
RJNR	<b>Rejection of claim of non-receipt</b>
RJVA	<b>Rejection of value date change</b>
RNPR	<b>Original transaction received but not usable</b>
RR01	<b>Regulatory reason - Missing Debtor Account Or Identification</b> Technical error.

ISO code	Reason - Description
RR02	<b>Regulatory reason - Missing Debtor Name Or Address</b> Technical error.
RR03	<b>Regulatory reason - Missing Creditor Name Or Address</b> Technical error.
RR04	<b>Regulatory reason</b> R04 can be used for a regulatory reason different from RR01, RR02 or RR03.
SL01	<b>Specific Service Offered By Debtor Agent</b> The request clashes with specific instructions that the buyer has configured for his or her account. E.g.: the creditor is blacklisted.
TECH	<b>Technical problem</b>
TM01	<b>File received after Cut Off Time</b> The time limit has passed.