TECHNICAL SPECIFICATIONS

Report Files Manual

epay

History of Changes

Date	Version	Changes
10/07/2013	1.0	Initial version
28/04/2014	1.0.1	Support of Discover Cards
22/01/2016	1.0.2	Addition of new currencies and new logo
16/03/2022	2.0	Service rebranding to epay eCommerce
18/09/2023	2.0.1	Addition of new field Wallet type in Advanced Report File
12/02/2024	2.0.2	Addition of new transaction type Fundstransfer in Advanced Report File

Contents

This document describes the report files which can be generated and used by merchants sending electronic transactions with cards to epay eCommerce. The files include information on transactions sent to epay eCommerce. Detailed information is presented in the following sections.

Each merchant may select one or more reporting files, provided that Euronet Merchant Servicesis adequately informed so as to make the necessary arrangements. The files generated are made available to the merchant in the following ways:

1. All files shall be available at the "AdminTool" web application, which may be accessed by the merchant in order to monitor the transactions (https://paycenter.piraeusbank.gr/admintool). The files selected by the merchant appear in the menu entitled "Reports → Reporting Files". This feature is provided as a default option for all merchants for which the generation process of a file has been activated.

2. It is possible that the files are transferred in a secure FTP server and the merchant can receive them from there. In this case the following details shall be sent to Euronet Merchant Services:
   - Details of the technical manager in charge of the technical connection to the FTP server (name, e-mail, telephone number).
   - The IP address of the merchant's server which shall be linked to the FTP server.

> **Attention!**
>
> In order to generate any of the reporting files, Euronet Merchant Services must be informed so as to make the appropriate arrangements.

In the following sections, there is detailed information on all kind of report files:

- **Section 2 → Batch Report File:**
  Description of the file which is generated each time a batch is closed. It includes data for all batch transactions (successful, settled transactions).

- **Section 3 → Daily Report File:**
  Description of the file which is generated after midnight and contains information on successful transactions conducted from 00:00 to 00:00 in the previous 24 hours.

- **Section 4 → Advanced Report File:**
  Description of the file which is generated after midnight and contains information on all the requests sent from 00:00 to 00:00 in the previous 24 hours.

2. Batch Report File

A "Batch Report File" is generated each time a batch closes, and contains data on transactions which were settled with this batch. This means that if a merchant uses more than one terminal, then it is likely to generate more than one file daily.

The file name has the following format:

<*Merchant id*>-<*Pos id*>-<*Batch Number*>.txt

(e.g. 141111111-81111111-10.txt)

where:

- **Merchant id**:
  The merchant code which has been provided by Euronet Merchant Services.
- **Pos id**:
  The terminal number which has been provided by Euronet Merchant Services.
- **Batch Number**:
  The batch number whose transactions are included in the file.

The file contains the following:
- One "header row" with standard information for the file in total (1st row of the file).
- One or more "detail rows" following the "header row". Each row corresponds to a transaction.
- One "trailer row" which shall be the final row of the file.

The "Batch Report File" is available in two versions: The standard one and one which includes in addition the type of the card, the last 5 digits of the card and the approval code. The format of both versions is described below.

(A) STANDARD FORMAT OF THE BATCH REPORT FILE

Parameter	From	To	Number of characters	Description
HEADER ROW				
Merchant id	1	11	11	Code of the merchant which was used in the transactions of the file.
Field separator	12	12	1	One space
Pos id	13	21	9	Code of the terminal which was used in the transactions of the file.

Field separator	22	22	1	One space
Creation date	23	32	10	Creation date of the file in "YYYY-MM-DD" format.
Field separator	33	33	1	One space
Creation time	34	41	8	Creation time of the file in "HH24:MM:SS" format.
Field separator	42	42	1	One space
Batch number	43	46	4	Number of the batch containing the transactions of the file.
DETAIL ROW **(Each row corresponds to a transaction)**				
Transaction id	1	10	10	Transaction number which has been generated by the epay eCommerce.
Field separator	11	11	1	One space
Transaction type	12	13	2	The type of the transaction, having the following as possible values: ▪ 01: Settled preauthorization ▪ 02: Sale ▪ 03: Refund
Field separator	14	14	1	One space
Reference transaction id	15	24	10	The transaction number (transaction id) to which the current transaction relates. Used only when the transaction type is 01 (settled preauthorization) or 03 (refund): ▪ Where the transaction type is = 01: the corresponding preauthorization transaction number is included ▪ Where the transaction type is = 03: the transaction number, for which a refund is requested, is included
Field separator	25	25	1	One space
Processing date	26	35	10	Processing date of the transaction in "YYYY-MM-DD" format.
Field separator	36	36	1	One space
Processing time	37	44	8	Processing time of the transaction in "HH24:MM:SS" format.
Field separator	45	45	1	One space
Merchant Reference	46	95	50	Reference code of the transaction which was sent by the merchant during the execution of the transaction ("MerchantReference" parameter).

Field separator	96	96	1	One space
Transaction amount	97	109	13	Amount of the transaction (gross, the commission has not been deducted). It is an integer where the last 2 digits represent the fractional part (e.g. the value "10025" represents the amount of 100,25).
Field separator	110	110	1	One space
Currency code	111	114	4	The numerical transaction currency code (e.g. 978 for a transaction in Euros). The codes of all supported currencies are listed in **Annex 1**.
Field separator	115	115	1	One space
Number of installments	116	117	2	The number of interest-free installments of the transaction.
TRAILER ROW				
Number of transactions	1	4	4	Total number of transactions in the file.
Field separator	5	5	1	One space
Total amount	6	16	11	Total, gross amount of the batch transactions (the sum emerges from the amounts of sales and settled preauthorizations, after subtracting the amounts of refunds).

(B) BATCH REPORT FILE WITH CARD DETAILS AND APPROVAL CODE

Parameter	From	To	Number of characters	Description
HEADER ROW				
Merchant id	1	11	11	Code of the merchant which was used in the transactions of the file.
Field separator	12	12	1	One space
Pos id	13	21	9	Code of the terminal which was used in the transactions of the file.
Field separator	22	22	1	One space
Creation date	23	32	10	Creation date of the file in "YYYY-MM-DD" format.

Field separator	33	33	1	One space
Creation time	34	41	8	Creation time of the file in "HH24:MM:SS" format.
Field separator	42	42	1	One space
Batch number	43	46	4	Number of the batch containing the transactions of the file.
DETAIL ROW **(Each row corresponds to a transaction)**				
Transaction id	1	10	10	Transaction number which has been generated by Euronet Merchant Services.
Field separator	11	11	1	One space
Transaction type	12	13	2	The type of transaction, having the following as possible values: ▪ 01: Settled preauthorization ▪ 02: Sale ▪ 03: Refund
Field separator	14	14	1	One space
Reference transaction id	15	24	10	The number of the transaction (transaction id) to which the current transaction relates. Used only when the transaction type is 01 (settled preauthorization) or 03 (refund): ▪ Where the transaction type is = 01: the preauthorization transaction number is included ▪ Where the transaction type is = 03: the transaction number, for which a refund is requested, is included
Field separator	25	25	1	One space
Processing date	26	35	10	Processing date of the transaction in "YYYY-MM-DD" format.
Field separator	36	36	1	One space
Processing time	37	44	8	Processing time of the transaction in "HH24:MM:SS" format.
Field separator	45	45	1	One space
Merchant Reference	46	95	50	Reference code of the transaction which was sent by the merchant during the execution of the transaction ("MerchantReference" parameter).
Field separator	96	96	1	One space
Approval code	97	102	6	The transaction approval code which is provided by the issuing bank. Not available for refunds; it does not have a unique value.

Field separator	103	103	1	One space
Card Type + 5 last digits of the card	104	130	27	Combination of the card type, a dash and the last 5 digits of the card: *<Card type>-xxxxx* (e.g. VISA-40008, MASTERCard-04005) Possible types of cards: ▪ **VISA:** Visa card ▪ **MASTERCard:** MasterCard ▪ **Maestro:** Maestro card ▪ **DINERS:** Diners or Discover card ▪ **Amex:** American Express card
Field separator	131	131	1	One space
Transaction amount	132	144	13	Amount of the transaction (gross, the commission has not been deducted). It is an integer where the last 2 digits represent the fractional part (e.g. the value "10025" represents the amount of 100,25).
Field separator	145	145	1	One space
Currency code	146	149	4	The numerical transaction currency code (e.g. 978 for a transaction in Euros). The codes of all supported currencies are listed in **Annex 1**.
Field separator	150	150	1	One space
Number of installments	151	152	2	The number of interest-free installments of the transaction.
Field separator	153	153	1	One space
TRAILER ROW				
Number of transactions	1	4	4	Total number of transactions in the file.
Field separator	5	5	1	One space
Total amount	6	16	11	Total, gross amount of the batch transactions (the sum emerges from the amounts of sales and settled preauthorizations, after subtracting the amounts of refunds).

The "Daily Report File" is generated after midnight and contains information on successful transactions (preauthorisations, settled preauthorizations, sales, refunds/cancellations) which were conducted with a particular merchant id from 00:00 to 00:00 in the previous 24 hours (e.g. if the file is generated on 11 June, at 00:30, then it will contain the successful transactions made from 10 June, at 00:00, until 11 June, at 00:00).

The file name has the following format:

> ***<Merchant id>-<YYYY-MM-DD>***.txt

(e.g. 141111111-2023-06-10.txt)

where:

- **Merchant id**:
  The code of the merchant which has been provided by Euronet Merchant Services.
- **YYYY-MM-DD**:
  Date on which the transactions were performed.

The file contains the following:
- One "header row" with standard information for the file in total (1st row of the file).
- One or more "detail rows" following the "header row". Each row corresponds to a transaction.

> **Note:**
> If no transaction was performed on a certain date, a file containing only the "header row" shall be generated, without any "detail row".

The format of the file is described below.

Parameter	From	To	Number of characters	Description
HEADER ROW				
Merchant id	1	11	11	The code of the merchant used in the transaction.
Field separator	12	12	1	One space
Creation date	13	22	10	The date the file was created in "YYYY-MM-DD" format.

Field separator	23	23	1	One space
Creation time	24	31	8	The time the file was created in "HH24:MM:SS" format.
DETAIL ROW **(Each row corresponds to a transaction)**				
Pos id	1	9	9	The code of the terminal used in the transaction.
Field separator	10	10	1	One space
Transaction id	11	20	10	Transaction number which has been generated by Euronet Merchant Services.
Field separator	21	21	1	One space
Transaction type	22	23	2	The type of transaction, having the following as possible values: ▪ 00: Preauthorization ▪ 01: Settled preauthorization ▪ 02: Sale ▪ 03: Refund or cancellation of a transaction
Field separator	24	24	1	One space
Reference transaction id	25	34	10	The number of the transaction (transaction id) to which the current transaction relates. Used only when the transaction type is 01 (settled preauthorization) or 03 (refund): ▪ Where the transaction type is = 01: the preauthorization transaction number is included ▪ Where the transaction type is = 03: the transaction number, for which a refund is requested, is included
Field separator	35	35	1	One space
Processing date	36	45	10	Processing date of the transaction in "YYYY-MM-DD" format.
Field separator	46	46	1	One space
Processing time	47	54	8	Processing time of the transaction in "HH24:MM:SS" format.
Field separator	55	55	1	One space
Merchant Reference	56	75	20	Reference code of the transaction which was sent by the merchant during the execution of the transaction ("MerchantReference" parameter).
Field separator	76	76	1	One space
Transaction amount	77	89	13	Amount of the transaction (gross, the commission has not been deducted). It is an

				integer where the last 2 digits represent the fractional part (e.g. the value "10025" represents the amount of 100,25).
Field separator	90	90	1	One space
Currency code	91	94	4	The numerical transaction currency code (e.g. 978 for a transaction in Euros). The codes of all supported currencies are listed in **Annex 1**.
Field separator	95	95	1	One space
Number of installments	96	97	2	The number of interest-free installments of the transaction.
Field separator	98	98	1	One space
User	99	103	5	The unique numeric code of the user who performed the transaction.

The "Advanced Report File" is generated after midnight and contains information on all requests which have been sent to epay eCommerce by a particular merchant id from 00:00 to 00:00 in the previous 24 hours (e.g. if the file is generated on 11 June, at 00:30, then it will contain the requests sent from 10 June at 00:00 until 11 June at 00:00).

The file contains data for all requests regarding:
- successful transactions
- transactions which were declined by the issuing bank
- requests for which there was a technical problem and were not executed

The file name has the following format:

> **<_Merchant id_>_<_YYYY-MM-DD_>_AR**.csv

(e.g. 141111111-2023-06-10_AR.csv)

where:

- **Merchant id**:
   The code of the merchant which has been provided by Euronet Merchant Services.

- **YYYY-MM-DD**:
   Date on which the requests were sent.

The file has a csv format and contains the following:
- One "header row" with standard information for the file in total (1st row of the file).
- One or more "detail rows" following the "header row". Each row corresponds to a request.

> **Note:**
> - If no transaction was performed on a certain date, a file containing only the "header row" shall be generated, without any "detail row".
> - The mark dividing the columns is the Greek question mark (;).

The format of the file is described below.

Parameter	Column	Description
HEADER ROW		
Merchant id + Creation date/time of the file	1	The code of the merchant in relation to the requests of the file, and the date and time the file was created in the following format: YYYY-MM-DD HH24:MM:SS. The total length is 31 characters and the two pieces of information are separated by spaces. E.g.: 141111111 2023-07-11 01:01:12
DETAIL ROW **(Each row corresponds to a transaction)**		
Result	1	States the result of the request processing. The possible values are: ▪ **S**: Successful transaction (*Successful*) ▪ **D**: Transaction which was declined by the issuing bank (*Declined*) ▪ **E**: There was some technical problem and the transaction was not forwarded to the issuing bank (*Error*)
Processing date/time	2	Processing date/time of the request in "YYYY-MM-DD HH24:MM:SS" format.
Merchant id	3	Code of the merchant used in the request.
Pos id	4	Code of the terminal used in the request. **Note:** It is possible that the value 0 is displayed when the first column (*Result*) displays an "E".
Username	5	Name of the user through whom the transaction was performed. **Note:** The value may not always be available (namely it will be blank) when the first column (*Result*) displays an "E".
Wallet type	6	The type of digital wallet used for the transaction, having the following as possible values: ▪ **GooglePay** ▪ **ApplePay** **Note:** The value will be blank when a digital wallet is not used for the transaction.
Transaction type	7	The type of transaction, having the following as possible values: ▪ **Sale**: Sale ▪ **Preauth**: Preauthorization

		▪ **Settled Preauth**: Settled preauthorization ▪ **Cancelled Preauth**: Preauthorization that was cancelled (either through the AdminTool or through a call to the Web Service) ▪ **Cancellation**: Cancellation of a sale or settled preauthorization or digital wallet top up belonging to an open batch (i.e. the transaction was cancelled while it was in an open batch). ▪ **Refund**: Refund for a sale or settled preauthorization belonging to a closed batch (i.e. the refund was performed for a transaction belonging to a closed batch). ▪ **Reversed Sale**: A sale that has been cancelled by the system (unsuccessful transaction). ▪ **Reversed Settled Preauth**: A settled preauthorization that has been cancelled by the system (unsuccessful transaction). ▪ **Reversed Refund**: A refund that has been cancelled by the system (unsuccessful transaction). ▪ **Unknown**: The transaction type is not available (this value may appear for requests for which the first column (*Result*) displays an "E"). ▪ **FundsTransfer**: Digital wallet top up with funds using own VISA or MasterCard EU debit card ▪ **Reversed FundsTransfer:** A digital wallet top up that has been cancelled by the system (unsuccessful transaction) ⚠ **Attention!** When the transaction is a "**Reversed Sale**" or "**Reversed Settled Preauth**" or "**Reversed Refund**" or «**Reversed FundsTransfer**» and the first column entitled "Result" displays an "S", this means that the <u>transaction was successfully cancelled</u>. Namely these are cancelled (unsuccessful) transactions.
Card number	7	The card number used for the request in the following format: XXXXXX******XXXX (i.e. the first 6 and the last 4 digits are available).
Card bin	8	The first 6 digits of the card.
Card type	9	The type of card with the following possible values: ▪ **VISA:** Visa card ▪ **MasterCard:** MasterCard ▪ **Maestro:** Maestro card ▪ **DinersClub:** Diners or Discover card ▪ **AMEX:** American Express card 📝 **Note:** The value may not always be available (namely it will be blank) when the first column (*Result*) displays an "E".
Transaction id	10	The transaction id returned by epay eCommerce. The value is provided only for transactions where there was no technical issue (i.e. there is a value when the first

		column entitled "Result" displays an "S" or a "D", otherwise it is null).
Reference transaction id	11	The number of the transaction to which the current transaction relates. It is necessary only in case of a refund or settled preauthorization, otherwise it is null. ▪ In case of a refund (type of transaction = "Refund" or "Reversed Refund"): Includes the transaction number, for which the refund was requested. ▪ In case of a settled preauthorization (type of transaction = "Settled Preauth" or "Reversed Settled Preauth"): Includes the transaction number which corresponds to the preauthorization in question.
Support Reference id	12	Unique reference id regarding this particular request, which is generated by Euronet Merchant Services. It always has a value, regardless of the request processing result.
Merchant Reference	13	Reference code of the transaction which was sent by the merchant during the execution of the transaction ("MerchantReference" parameter).
Special Merchant Reference	14	A special transaction reference code which is used in only a few partnerships/merchants after prior consultation with the merchant. The value is never available when the first column entitled "Result" displays an "E".
Transaction amount	15	The amount of the transaction (gross, the commission has not been deducted). It is an integer where the last 2 digits represent the fractional part (e.g. the value "10025" represents the amount of 100,25). The value is not available when the first column entitled "Result" displays an "E" (then the value is 0).
Currency code	16	The ISO currency code (e.g. "EUR" for a transaction in Euros). The value is not available when the first column entitled "Result" displays an "E". The codes of all supported currencies are listed in **Annex 1**.
Response code	17	The response code of the transaction (available only when a transaction was ultimately performed and no error was returned, i.e. when the first column entitled "Result" displays an "S" or a "D").
Approval code	18	The transaction approval code which is provided by the issuing bank for successful sales and preauthorizations. Not available for refunds, it does not have a unique value.
Batch number	19	Number of the batch containing the transaction. The value is necessary only for successful transactions.
ECI (**eC**ommerce **I**ndicator)	20	The value of the "ECI" parameter. It regards the 3D-Secure process result, which is applicable to online transactions from web sites. The value is not available when the first column entitled "Result" displays an "E".
Enrolled	21	The value of the "Enrolled" parameter. It regards the 3D-Secure process result, which is applicable to online

		transactions from web sites. The value is not available when the first column entitled "Result" displays an "E".
PAResStatus	22	The value of the "PAResStatus" parameter. It regards the 3D-Secure process result, which is applicable to online transactions from web sites. The value is not available when the first column entitled "Result" displays an "E".
Number of installments	23	The number of installments of the transaction. The value is not available when the first column entitled "Result" displays an "E".
Preauthorization expiration date	24	It is the date by which the preauthorization can be settled, in "YYYY-MM-DD" format. The value may not always be available when the first column entitled "Result" displays an "E".
Error code	25	The error code that indicates whether there was some technical issue when processing the transaction. Specifically: ▪ When the value is 0, then there was no technical problem and the transaction was executed. In this case, the first column entitled "Result" displays an "S" or a "D". ▪ When the value is not 0, then there was a technical problem indicated with this code. In this case, the first column entitled "Result" displays an "E" and the next column contains a description of the problem which occurred.
Error description	26	The description corresponding to the value of the previous column (Error code).
Anti-fraud rule id	27	▪ If the request was declined because of anti-fraud controls for the card details (Error code = 7001), this column contains the code of the anti-fraud rule activated. <u>The code "0" refers to a decline because of the inclusion of the card in a black list</u>. If special rules are used for the merchant, Euronet Merchant Services will provide the codes of the specific rules. ▪ If the request was declined because of anti-fraud controls executed for the purchase of air/sea tickets (Error code = 8001), then this column contains the id of the anti-fraud rule which declined the transaction. Euronet Merchant Services will provide all code rules which may be returned.
Description of the anti-fraud rule	28	When the error code is 7001 or 8001, the column contains a description of the anti-fraud rule that declined the transaction (i.e. description of the previous column), otherwise the column is blank.

Below there is a list of all supported currency codes:

Currency Code	Currency
008	ALBANIAN LEK (ALL)
032	ARGENTINA PESO (ARS)
036	AUSTRALIAN DOLLAR (AUD)
124	CANADIAN DOLLAR (CAD)
152	CHILEAN PESO (CLP)
156	CHINESE YUAN (CNY)
170	COLOMBIAN PESO (COP)
191	CROATIAN KUNA (HRK)
203	CZECH KORUNA (CZK)
208	DANISH KRONE (DKK)
344	HONG KONG DOLLAR (HKD)
348	FIORINT (HUF)
356	INDIAN RUPEE (INR)
360	RUPIAH (IDR)
376	ISRAELI NEW SHEQEL (ILS)
392	YEN (JPY)
398	TENGE (KZT)
410	WON (KRW)
414	KUWAITI DINAR (KWD)
440	LITHUANIAN LITAS (LTL)
446	PATACA (MOP)
458	MALAYSIAN RINGGIT (MYR)
484	MEXICAN PESO (MXN)
504	MORROCAN DIRHAM (MAD)
554	NEW ZEALAND DOLLAR (NZD)
578	NORWEGIAN KRONE (NOK)
604	NUEVO SOL (PEN)
608	PHILIPPINE PESO (PHP)
643	RUSSIAN ROUBLE (RUB)
682	SAUDI RIYAL (SAR)
702	SINGAPORE DOLLAR (SGD)
710	RAND (ZAR)
752	SWEDISH KRONA (SEK)

756	SWISS FRANC (CHF)	
764	BAHT (THB)	17
784	UNITED ARAB EMIRATES DIRHAM (AED)	
818	EGYPTIAN POUND (EGP)	
826	POUND STERLING (GBP)	
840	US DOLLAR (USD)	
937	BOLIVAR FUERTE (VEF)	
941	SERBIAN DINAR (RSD)	
946	ROMANIAN LEU (RON)	
949	TURKISH LIRA (TRY)	
975	BULGARIAN LEV (BGN)	
978	EURO (EUR)	
980	UKRAINIAN HRYVNIA (UAH)	
985	POLISH ZLOTY (PLN)	
986	BRAZILIAN REAL (BRL)	
933	BELARUSIAN RUBLE (BYN)	