# **Content for reuse**

# Opening the detailed view of an operation

You can open a detailed view for every operation in the search results. More information about the customer and operation data are shown to you in the detailed view. Moreover, you can add other actions to the operation in the detailed view, such as postings or credits. If an operation was processed using card, account or device data, you can disable these in the detailed view. If you wish to enable the card, account or device data again, you must remove the credit card from the negative list.

Proceed as follows to open the detailed view of an operation:

- 1. Activate values in the selection fields.
- 2. Click on the "Search and Filter" button.

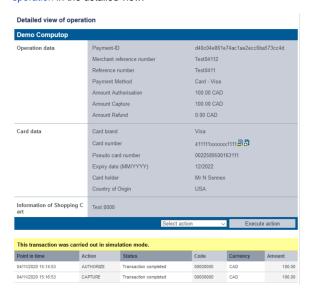
The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the search results will be shown.



- 1. "Merchant reference number" column
- 2. "Merchant reference number" of an operation
- 3. Click on the merchant reference number for the required operation in the "Merchant reference number" column.

The detailed view of the operation opens.

The detailed view of the operation is divided into fields with the customer and operation data, along with data about postings. If you check the country of origin of the card for purposes of fraud prevention, you will also find the country of origin of the credit card here. Moreover, you can add other actions to the operation in the detailed view.



#### **Details on Action and Status**

Each payment process (operation) can include one or more actions. Each action has a status, e.g. indicating success / failure of this status.



#### **Application Button**

The button at the bottom allows you to jump to the corresponding page within the application. You must be logged in to jump to the corresponding page within the application.

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The actions may vary on your implementation and the paymethod involved.

Pls. find a list of most common combinations and their meaning here:

Action	Paymethod (samples)	Description		
ORDER	Credit card	Action "order" indicates that a payment has been initiated, but not yet authorized.		
		Status	De	escription
		Transaction completed	The	e "order" was initiated successfully
		Request	The	e "order" has been initiated, but not completed
		Other	•	e "Order" failed, e.g.:  Transaction aborted by user Transaction has been stopped by consumer.  Transaction declined The transaction has been declined by provider.  Timeout The consumer did not complete transaction.
ACCOU NT_VER IFICATI ON	Credit card	Account-Verification is used with credit cards to check whether this credit card is existing. Technically an authorization with "amount=0" is done, so no money is reserved on the card holders account.		
ON		Status		Description
		Transaction completed		The transaction has been completed successfully.
		Other		The credit card could not be verified, e.g.:  Invalid card number credit card number is not valid.
AUTHE NTICATE	Credit card	has to identify	(authen	with 3-D Secure and means that the card holder ticate) himself. After successful authentication an nitiated to reserve the money on the card holders
		Status	Desc	ription
		REQUEST	Auther	ntication process has been initiated, but not yet eted.
		Authenticati on completed	The ca	ard holder proofed his/her identity towards the .
		Other	• A to fa	Authentication" failed, e.g.:  authentication failed The card holder wasn't able of authenticate successfully, so the authentication ailed.  Connection timed out The card holder did not complete the authentication.  Cardholder not enrolled Card holder is not enrolled to 3-D Secure system.  CRES receive timeout Technical time out receiving the card holder response.

AUTHO RIZE	Credit card PayPal Direct Debit Paydirekt	The authorization checks the card holders account and reserves the money for a given period of time.			
		Status	Descrip	tion	
		Transact ion completed	The authorization was successful, the amount is reserved on the card holders account and can finally be captured (i. e. transferred).		
		Other	<ul><li>Auth auth</li><li>Inva</li><li>Ship</li></ul>	norization" has been declined, e.g.: norization declined issuer/acquirer declined iorization. lid card number card number is wrong. sping country and the card's country of origin do match risk setting prevents authorization.	
REVER SEAUTH ORIZE				uld be reversed and the money should not be olders account any more.	
		Status		Description	
		Transactio completed		The authorized amount has been released successfully.	
		Other		The "Reverse-Authorization" failed, e.g.:  • Referenced transaction not found	
CAPTU RE	Credit card PayPal Direct Debit Paydirekt	/card holder	to the acq	money should be transferred from the customer juirer (and finally to the merchant).  method and connection a capture can be done one mes.	
		Status	Descrip	tion	
		Request	and is wa This can offline (file	ture" (i.e. transfer) of the money has been initiated iting for its processing "capture" is pending.  be either processed online (i.e. in realtime) or e based - and then normally within 24 hours) - g on the paymethod and downstream processing.	
		Transact ion complet ed		ture" has been processed, i.e.: transmitted to the and further to the issuer.	
		Other	• Decl	ture" failed, e.g.: ined by issuer issuer/acquirer declined orization.	

CREDIT	Credit card PayPal Direct Debit Paydirekt Sofort  Credit card PayPal Paydirekt Sofort	"Credit" means the money should be refunded to the customer.			
		Depending on the paymethod and connection a refund can be done one time only or multiple times.			
		Status	Descr	iption	
		Request		edit" (i.e. refund) of the money has been initiated vaiting for its processing.	
			offline (	n be either processed online (i.e. in realtime) or file based - and then normally within 24 hours) - ing on the paymethod and downstream processing.	
		Transact ion complet ed	The "credit" has been processed, i.e.: transmitted to the acquirer and further to the issuer.		
		Other	The "Credit" failed, e.g.:		
				nount too high total amount for "credit" is higher an the amount "captured" so far.	
SALE		"Sale" is a	combinati	ion of "authorization" and "capture".	
		Status		Description	
		Transactio completed		The "sale" has been processed, i.e.: transmitted to the acquirer.	
		Other		The "Sale" has been rejected, e.g.:	
				<ul> <li>Timeout The consumer did not complete the transaction.</li> <li>Declined by the issuer The issuer declined transaction.</li> </ul>	

### Details on 3-D Secure transactions

For payments which are authenticated with 3-D Secure you may see details like this:



The values shown above depend on 3-D Secure version used for authentication and the card scheme.

Here are some details:

#### **ECI** value

The ECI value stands for "Electronic Commerce Indicator" and detailed overview can be found here: ECI Codes.

#### 3-D Version (Directory Server)

The Directory Server is managed by the card scheme (Mastercard, VISA, American Express, ...) where each credit card issuer isregistered and can be identified by the BIN (Bank Identication Number).

The Directory Server "talks" to the Access Control Server which finally refers to the credit card issuer system.

For 3-D Secure processing all parties (scheme, issuer and PSP Computop) have to agree on the same 3-D Secure version.

### 3-D Version (Processing)

This is the 3-D Secure version which has been agreed by all parties finally for 3-D Secure authentication.

It may happen that a specific issuer is not supporting 3-D Secure (Version 2.1.0, 2.2.0) by now and then automatically a fallback to Version 1.0 will happen.

## **Authentication Type**

Current supported values for "authentication type" are:

Value	Meaning	Description	
00	Frictionless	Issuer did not challenge for card holder authentication.	
01	Static	Static password is used for card holder authentication. Also used for 3DS1 non frictionless	
02	Dynamic	Dynamic password (e.g. token or app) is used for card holder authentication.	
03	ООВ	OOB stands for "Out Of Band":  Users verify transactions in their issuer's authentication service which can be issuers website or issuers app.	
04	Decoupled	Will be supported with 3-D Secure 2.2, intended to support card holder authentication for merchant initiated transactions (MIT).	

### **Authentication Method**

Current supported values for "authentication method" are:

Value	Meaning	Description	
01	Static Passcode	Static password is used for card holder authentication. Also used for 3DS1 non frictionless	
02	SMS OTP	Dynamic password (OTP = One Time Password) provided by SMS is used for card holder authentication.	
03	Key fob or EMV card reader OTP	Dynamic password (OTP = One Time Password) provided by Key Fob or EMV card reader is used for card holder authentication.	
04	App OTP	Dynamic password (OTP = One Time Password) provided by Application is used for card holder authentication.	
05	OTP Other	Dynamic password (OTP = One Time Password) provided by "other" is used for card holder authentication.	
06	KBA	Knowledge Based Authentication	
07	OOB Biometrics	Users verify transactions in their issuer's authentication service based on Biometrics.	
08	OOB Login	Users verify transactions in their issuer's authentication service based on Login.	
09	OOB Other	Users verify transactions in their issuer's authentication service based on other methods.	
10	Other		
11	Push Confirmation	Authenticates by pushing a push notification to a secure application on the user's device.	
12	Decoupled	Authentication without being the cardholder in session	
13	WebAuthn	WebAuthn / FIDO	
14	SPC	Secure Payment Confirmation, Authentication is handled using a platform authenticator, e.g. Touch ID on a macOS device, Hello on a Windows device	

	15	Behavioural bi ometrics	Authenticates users based on patterns in their behavior, e.g. how people type or move.
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# **Challenge Indicator (Requested)**

Value	Meaning	Description
01	No preference	No specific challenge indicator requested, default value.
02	No challenge requested	Merchant prefers that no challenge should be performed
03	Challenge requested: 3DS Requestor Preference	Merchant prefers that a challenge should be performed
04	Challenge requested:Mandate	There are local or regional mandates that mean that a challenge must be performed
05	No challenge requested	Transactional risk analysis is already performed
06	No challenge requested	Data share only
07	No challenge requested	Strong consumer authentication is already performed
08	No challenge requested	Utilise whitelist exemption if no challenge required
09	Challenge requested	Whitelist prompt requested if challenge required

## **Transaction Status**

Value	Meaning	Description
Υ	Authentication Verification Successful	Authentication has been completed successfully, i.e. ready for authorisation.
		It still may happen that the authorisation fails, e.g. due to low account balance.
N	Not Authenticated /Account Not Verified	Transaction denied
U	Authentication/ Account Verification Could Not Be Performed	Technical or other problem, as indicated in ARes or RReq
A	Attempts Processing Performed	Not Authenticated/Verified, but a proof of attempted authentication/verification is provided.
С	Challenge Required	Additional authentication is required using the CReq /CRes.
D	Challenge Required	Decoupled Authentication confirmed.
R	Authentication/ Account Verification Rejected	Issuer is rejecting authentication/verification and request that authorisation not be attempted.
I	Informational Only	3DS Requestor (merchant) challenge preference acknowledged.

## **Whitelist Status**

Value	Meaning
Υ	3DS Requestor (merchant) is whitelisted by cardholder
N	3DS Requestor (merchant) is not whitelisted by cardholder
Е	Not eligible as determined by issuer
Р	Pending confirmation by cardholder
R	Cardholder rejected
U	Whitelist status unknown, unavailable, or does not apply

#### Referenznummer und Händlervorgangsnummer eingeben

Die Referenznummer und Händlervorgangsnummer dienen zur eindeutigen Identifikation des Vorgangs im Computop Paygate.

Die Referenznummer des Händlers dient als Auszahlungsreferenz, die in der entsprechenden EPA-Datei Ihrer Bank angegeben wird.



#### Referenznummer

Bitte beachten Sie, dass ohne die Eingabe einer eigenen Referenznummer (Auszahlungsreferenz) keine Vorgänge zugeordnet und angelegt werden können.

Die Händlervorgangsnummer wird vom Computop Paygate automatisch für jeden Vorgang angelegt. Durch die Händlervorgangsnummer können Sie jeden Vorgang eindeutig identifizieren. Sie müssen die Händlervorgangsnummer nur eingeben, wenn Sie einen Vorgang einem bereits vorhandenen Vorgang hinzufügen möchten.

#### Ihre Warenkorbinformationen eingeben

Hier können Sie die Waren oder Dienstleistungen eingeben, die Ihr Kunde bei Ihnen bestellt hat.



#### **Eingabefeld "Ihre Warenkorbinformation"**

Das Eingabefeld "Ihre Warenkorbinformation" muss entsprechend den Regeln der Zahlart und des Zahlartenanbieters ausgefüllt werden, mit denen der Vorgang angelegt wird. Die entsprechenden Parameter in den Zahlarten sind "OrderDesc" und "OrderDesc2".

### Activating the "Period" selection field

When you click in the input fields for the date, a calendar opens in which you can select a date. When you click in the input fields for the time, you can define a time for the search.

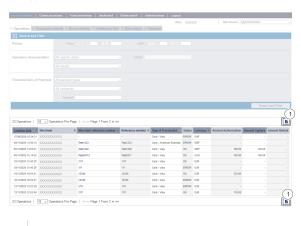
#### Exporting search results

You can export the search results as an Excel file for further processing.

Proceed as follows to export the search results:

- 1. Activate values in the selection fields.
- 2. Click on the "Search and Filter" button.

The application verifies the values entered. If the values are invalid, a message showing the reason why will appear in red. If the values are valid, the search results will be shown.





3. Click on the "Export " button.

The search results are issued as a CSV file ready to download.