# Searching for and filtering operations

## Searching for and filtering operations

You can use the "View operations" Operations" tab to search for and filter operations. It allows you to set filters for the time period, the operation characteristics, and the characteristics of payment. Moreover, you can open a detailed view of an operation, and add other actions to the operation. You can export the search results as an Excel file.

## Overview of the search criteria

			r: XXXXXXXXX	Merchant: XXXXXXXX	
Operations    Transaction	details   Reconciliation	Settlement files 🕨	Data export   Statistics		
Search and Filter					
eriod	From 26/11/2020	00:00:00	Until 26/11/2020	23:59:59	
Operation characteristics	No specific detail		Detail		
	All results	~			
haracteristics of Payment	All payment types				
	All currencies				
	Amount				G

- 1. "Period" selection field
- "Operation characteristics" selection field 2.
- З. "Characteristics of payment" selection field
- 4 "Search and Filter" button

## 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.

### Activating the "Operation characteristics" selection field

Operation characteristics describe the type of operation, along with its associated status. You can set two different operation characteristics: Specific details and Status.

### Selecting specific details

Descriptions of the specific details can be found in the "Specific details" table below.

#### "Detail" input field (i)

The "Detail" input field next to the "No specific detail" drop-down menu allows you to narrow the search to a character string (card number, error code, etc.). The character string that is entered depends on the specific detail selected in the "No specific detail" drop-down menu.

Operation characteristics	No specific detail No specific detail	~			
	Payment-ID				
	Card number				
Characteristics of Payment	Pseudo card number				
enaracteriotico er rayment	Account number				
	IBAN				
	Merchant reference number				
	Merchant reference number (partial search)				
	Reference number				
	Reference number (partial search)				
	Error code				



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.

Computop Analytics

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      - selection field
      - Selecting
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        - details
        - Selecting
        - the status
      - Activating the "Characteristics of payment" selection field
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        - the paymethod
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        - Selecting
        - currency

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        - Indicator (Requested) Transaction
        - Status

Specific detail	Description
Operation number	The operation number (also "PayID") is an unique operation code automatically assigned by Computop Paygate
Card number	The card number is the number on the credit card that has been used for an operation
Pseudo card number (PCNr)	The pseudo card number (PCNr) is an adequate substitute for the card number. The pseudo card number (PCNr) can be saved and used by merchants without a PCI certification so that customers do not have to enter card data over and over again.
Account number	The account number is a number valid within a given country and is used to identify a bank account
IBAN	An IBAN is a standardised international bank account number and is used to identify a bank account. The IBAN is comprised of the country code (DE for Germany), the bank code, the previous account number, and the two-digit verification code.
Merchant reference number	The merchant reference number is a merchant code assigned by you to identify an operation
Merchant reference number (partial search)	Selecting "Merchant reference number (partial search)" allows a search for parts of the merchant reference number
Reference number	The reference number is a code automatically assigned to every payment transaction by Computop Paygate
Reference number (partial search)	Selecting "Reference number (partial search)" allows a search to be made for parts of the reference number
Error code	The error code is a code assigned by Computop Paygate that provides information about the exact type of Paygate error. An overview of the error codes can be found here.

#### Selecting the status

Descriptions of the statuses can be found in the "Status" table below.

All results
All results
ОК
- Process
- Successful Authorization
OPEN
- 3-D Secure Authentication not completed
- Process initiated
- Process not completed
- Authorization successful, Capture is outstanding
- Authorization successful, scheduled Capture is outstanding
- Authorization and Capture successful, Credit is outstanding
- Authorization successful, Capture is outstanding
NOT OK
- Operation failed
- Operation canceled

## In this section

- Displaying an operation
  Displaying payment transactions for an operation
- Exporting operations with all

 Whitelist Status

- Finding operations using the
- global search (optional)Search for operations for an account number
- Searching for and filtering operations
- Searching for operations for a paymethod or a payment method provider
- Searching for settlement files

Status

Description

ОК	The status of the operation is "OK". The operation has been completed.
Process successful	The status of the operation is "OK". The operation was successful.
Successful authorisation	The status of the operation is "OK". The authorisation of the operation was successful.
OPEN	The status of the operation is "OPEN". The operation has not been completed yet.
<ul> <li>3-D Secure authentication not completed by customer</li> </ul>	The status of the operation is "OPEN". The 3-D Secure authentication of the operation has not been completed by the customer yet.
Process initiated	The status of the operation is "OPEN". The operation has been initiated.
Process not completed	The status of the operation is "OPEN". The operation has been initiated, but has not been completed yet.
<ul> <li>Authorisation successful, capture is outstanding</li> </ul>	The status of the operation is "OPEN". The operation has been authorised and been posted, but is still outstanding.
<ul> <li>Authorisation successful, scheduled capture is outstanding</li> </ul>	The status of the operation is "OPEN". The operation has been authorised and posting has been scheduled, but is still outstanding.
<ul> <li>Authorisation and capture successful, credit is outstanding</li> </ul>	The status of the operation is "OPEN". The operation has been authorised, the posting completed and the credit submitted, but is still outstanding.
NOT OK	The status of the operation is "NOT OK". The operation has not been completed.
Operation failed	The status of the operation is "NOT OK". The operation was not successful.
Operation cancelled	The status of the operation is "NOT OK". The operation was cancelled.

## Activating the "Characteristics of payment" selection field

Characteristics of payment describe the paymethod used for an operation, along with the associated currency and total. You can set three different characteristics of payment: Paymethod, currency and amount.

### Selecting the paymethod or payment service provider

You can either search for all credit cards, or select a payment service provider. The "All payment types" drop-down menu shows you all paymethods that have been enabled for you in Computop Paygate. Individual payment service providers appear under the respective main categories in the list. A description of the main categories can be found in the "All paymethods" table below.

CARD	^
CARD (3-D SECURE)	
BANCONTACT	
DEBITORS MANAGEMENT	
DIRECT DEBIT	
EWALLET	
INVOICE & INSTALLMENTS	
ONLINE BANK TRANSFER	
PREPAID	
RISK MANAGEMENT	
All payment types	~

Status	Description
CARD	All payment service providers that support credit cards
CARD (3-D SECURE)	All payment service providers that support credit cards with 3-D Secure authentication
BANCONTACT	All payment service providers that support Bancontact
DEBTOR MANAGEMENT	All payment service providers that support debtor management
DIRECT DEBIT	All payment service providers that support direct debit
EWALLET	All payment service providers that support online wallets
INVOICE & INSTALMENTS	All payment service providers that support purchase on invoice and hire- purchase
ONLINE BANK TRANSFER	All payment service providers that support online bank transfers
PREPAID	All payment service providers that support prepaid cards
RISK MANAGEMENT	All service providers that support risk management

#### Information about the individual paymethods

More information about the individual paymethods can be found here: Paymethods.

#### Selecting currency and amount

When you open the "All currencies" drop-down menu, you will see all currencies that can be selected. You can narrow the search to a specific amount of money in the "Amount" input field.

#### (i) "Amount" input field

You can enter an amount in the "Amount" input field next to the "All currencies" drop-down menu. The amount entered depends on the currency selected from the "All currencies" drop-down menu beforehand. The amount is specified with decimals (e.g.  $10.50 \in$ ) of the selected currency. However, it depends on the currency whether decimals are allowed or not.

### 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.

Search and Filter	From	15.09×2020   00.00.00	Umit (2	6/11/2020 23:59:51					
peration characteristics									
								Sea	h and Filter
Operations   10 v	Operations Per Page	IN IN Page 1 From 3	10 IN						ĺ
		I I I I I I I I I I I I I I I I I I I		Type of Transaction	Status	Currency ©	Amount Authorisation	Amount Capture	Amount Ref
reation date 🔺 Mercha	nt o			Type of Transaction     Card - Visa	Status ERROR	_	Amount Authorisation		Amount Ref
reation date · Mercha Marcha	nt •				ERROR	EUR			
reation date = Mercha 109/2020 16:34:21 30000 e11/2020 12:50:14 30000	nt 0 XXXXXXX XXXXXXXX	Merchant reference numb	ber © Reference number	Card - Visa	ERROR	EUR			
reation date  Mercha 1092020 16:34:21 00000 er112020 12:50:14 00000 wr112020 13:52:21 00000	nt ¢ xxxxxxxx xxxxxxxx xxxxxxxx	Merchant reference numb	eer 0 Reference number - Teat1233	Card - Visa Card - American Express	ERROR ERROR	EUR GEP			
reation date         Mercha           1002020 16:34:21         30000           w110200 13:50:14         30000           w110200 13:52:21         30000           w110200 15:14:52         30000	nt • xxxxxxxx xxxxxxxx xxxxxxxx	Merchant reference num - Text1223 Text1222	ter 0 Reference number - Text1223 Test1222	Card - Visa Card - American Express Card - Visa	ERROR ERROR OK	EUR GBP OBP	- - 193.00	- 100.00 100.00	
Reston date         Mercha           N0102020 16:34:21         XXXXX           N0102020 15:35:21         XXXXXX           N0102020 15:35:221         XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	nt xxxxxxxxx xxxxxxxx xxxxxxxx xxxxxx	Nerchant reference runn Fest1223 Fest1222 Fest34112	eer # Reference number - Text1233 Yest1222 Text3411	Card - Vise Card - American Express Card - Vise Card - Vise	ERROR ERROR OK OK	EUR GBP OBP CAD EUR	- - 190.00 190.00	- 100.00 100.00	
IDpenations         ID           cession.date         Montha           maximum         Montha           maximum         Social           maximum         Social	at         a           x000000         x000000           x0000000         x000000           x0000000         x000000           x0000000         x000000           x0000000         x000000           x0000000         x000000	Nerchant reference runn Festi 223 Festi 222 Festi 222 Festi 222 Final Sett 12 1111	eer 8 Reference number - Test1223 Test3411 1111	Card - Visa Card - American Express Card - Visa Card - Visa Card - Visa	ERROR ERROR OK OK OK	EUR GBP OBP CAD EUR	- - 190.00 190.00	- 100.00 100.00	
resident date         Mercha           709/00201 (6:34:21)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000           84106201 (3:36:14)         20000	nt e 2020202X 2020202X 2020202X 2020202X 2020202X 2020202X 2020202X	Herchant reference numb Rest1223 Rest34112 IIIII	eer 8 Reference number - Tmit1233 Yest1222 Tmit2411 1111 1111	Card - Visa Card - American Dopresa Card - Visa Card - Visa Card - Visa Card - Visa Card - Visa	ERROR ERROR OK OK ERROR	EUR GBP CAD EUR EUR EUR	- 190.00 190.00	- 100.00 100.00 - -	
Testion date         Mercha           valazza Hiskazi         XXXXX           valazza Hiskazi         XXXXXX           valazza Hiskazi         XXXXXX           valazza Hiskazi         XXXXXX           valazza Hiskazi         XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	nt	Merchant reference num Pest1223 Fest1222 Test54112 1111 111 12345	ber 1 Reference number 	Card - Visa Card - American Express Card - Visa Card - Visa Card - Visa Card - Visa Card - Visa Card - Visa	ERROR ERROR OK OK ERROR OK	EUR GBP CAD EUR EUR EUR EUR	- 190.00 190.00 - - 123.00	- 100.00 100.00 - - -	



3. Click on the "Export "button.

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

## 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.

3 Operations   [	10 V Operations Per Pa	ge   IVI VI Page 1 From 1							
Creation date	Merchant	Merchant reference number	Reference number +	Type of Transaction	Status	Currency o	Amount Authorisation	Amount Capture	Amount Refund
17/09/2020 16:34:21	X000000000X			Card - Visa	ERROR	EUR			
04/11/2020 13:50:14	X0000X0000X	Test1233	Test1233	Card - American Express	ERROR	08P			
04/11/2020 13:52:21	X0000XX0000X	Test1222 (2)	Test1222	Card - Visa	ок	08P	100.00	100.00	
04/11/2020 15:14:52	X0000XX0000X	Test04112	Test0411	Card - Visa	ок	CAD	100.00	100.00	
0/11/2020 15:40:30	X0000X30000X	1111	1111	Card - Visa	OK	EUR			
0/11/2020 15:45:26	X0000000000X	111	111	Card - Visa	ERROR	EUR			
01102020 10:04:01	x0000000000x	12345	12345	Card - Visa	ок	EUR	123.00		
0/11/2020 10:04:37	X0000000000X	12345	12345	Card - Visa	ERROR	EUR			
3/11/2020 12:53:28	X0000000000X	1111	1111	Card - Visa	ERROR	EUR			
3/11/2020 12:53:48		1111	1111	Card - Visa	ок	EUR	110.00		

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.

Demo Computop							
Operation data	Payment-ID	Payment-ID		d40c04e861e74ac1ae2ecc6ba573cc4d			
	Merchant re	eference number	Test04112	Test04112			
	Reference r	number	Test0411				
	Payment M	lethod	Card - Visa				
	Amount Au	thorisation	100.00 CAE	)			
	Amount Ca	pture	100.00 CAE	100.00 CAD			
	Amount Re	fund	0.00 CAD				
Card data	Card brand	Card brand		Visa			
	Card number	er	4111110000	411111xxxxxxx1111			
	Pseudo car	d number	0022589500163111				
	Expiry date	(MM/YYYY)	12/2022	12/2022			
	Card holder		Mr N Sonne	Mr N Sonnex			
	Country of	Drigin	USA	USA			
Information of Shopping C art	Test:0000						
		Select	action	- Exect	ute action		
This transaction was carri	ed out in simul	ation mode.					
Point in time	Action	Status	Code	Currency	Amount		
04/11/2020 15:14:53	AUTHORIZE	Transaction completed	00000000	CAD	100.0		
04/11/2020 15:16:53	CAPTURE	Transaction completed	00000000	CAD	100.0		

### 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.

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 PayPal	Action "order" indicates that a payment has been initiated, but not yet authorized.				
		Status	Description			
		Transaction completed	The "order" was initiated successfully			
		Request	The "order" has been initiated, but not completed			
		Other	<ul> <li>The "Order" failed, e.g.:</li> <li>Transaction aborted by user Transaction has been stopped by consumer.</li> <li>Transaction declined The transaction has been declined by provider.</li> <li>Timeout The consumer did not complete transaction.</li> </ul>			

		1		
ACCOU NT_VER IFICATI ON	Credit card	card is existing	g. Techr	s used with credit cards to check whether this credit nically an authorization with "amount=0" is done, so on the card holders account.
		Status		Description
		Transaction completed		The transaction has been completed successfully.
		Other		The credit card could not be verified, e.g.:
				<ul> <li>Invalid card number credit card number is not valid.</li> </ul>
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 comple	ntication process has been initiated, but not yet eted.
		Authenticati on completed	The ca	ard holder proofed his/her identity towards the
		Other	The "A	Authentication" failed, e.g.:
				Authentication failed The card holder wasn't able to 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 0 3-D Secure system. Res receive timeout Technical time out receiving -D Secure response.
AUTHO RIZE	Credit card PayPal	The authoriza money for a g		cks the card holders account and reserves the iod of time.
	Direct Debit	Status	Descrip	tion
	Paydirekt		on the ca	orization was successful, the amount is reserved and holders account and can finally be captured (i. erred).
		Other T	The "Aut	horization" has been declined, e.g.:
		autho • Inval • Ship		norization declined issuer/acquirer declined norization. Idid card number card number is wrong. oping 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 nolders account any more.
		Status		Description
		Transaction completed		The authorized amount has been released successfully.
		Other		<ul><li>The "Reverse-Authorization" failed, e.g.:</li><li>Referenced transaction not found</li></ul>

CAPTU RE	Credit card PayPal Direct Debit	"Capture" means that money should be transferred from the customer /card holder to the acquirer (and finally to the merchant). Depending on the paymethod and connection a capture can be done one time only or multiple times.		
	Paydirekt	Status	Descr	iption
		Request	and is v This ca offline (	pture" (i.e. transfer) of the money has been initiated vaiting for its processing "capture" is pending. 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		pture" has been processed, i.e.: transmitted to the r and further to the issuer.
		Other	The "Ca	apture" failed, e.g.:
				eclined by issuer issuer/acquirer declined thorization.
CREDIT	Credit card	"Credit" means the money should be refunded to the customer.		noney should be refunded to the customer.
	PayPal	Depending on the paymethod and connection a refund can be done one time only or multiple times.		
	Direct Debit			
	Paydirekt	Status	Descr	iption
	Sofort	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		edit" has been processed, i.e.: transmitted to the r and further to the issuer.
		Other	The "Cı	redit" failed, e.g.:
				nount too high total amount for "credit" is higher an the amount "captured" so far.
SALE	Credit card	"Sale" is a d	combinat	ion of "authorization" and "capture".
	PayPal	Status		Description
		Transactic 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:

3-D secure	
ECI value	02
3-D Version (Directory Server)	2.1.0 - 2.2.0
3-D Version (Processing)	2.1.0
Authentication Type	00
Challenge Indicator (Requested)	01
Transaction Status	Y
Whitelist Status	E

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	OOB	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.

## 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
Y	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.
Ν	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
Y	3DS Requestor (merchant) is whitelisted by cardholder
Ν	3DS Requestor (merchant) is not whitelisted by cardholder
Е	Not eligible as determined by issuer
Ρ	Pending confirmation by cardholder
R	Cardholder rejected
U	Whitelist status unknown, unavailable, or does not apply