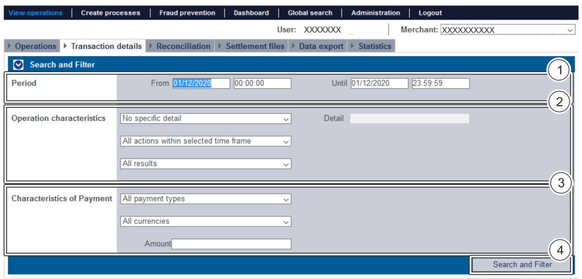
Displaying payment transactions for an operation

The "View operations Transaction details" tab allows you to search for, filter, and have all payment transactions for an operation displayed. Payment transactions for an operation are for example, reservation, capture or credit. You can search for specific payment transactions in order to find all captures or credits within a given period. Moreover, you can open a detailed view of an operation, and add other actions to the operation. The search results can be exported as an Excel file.

Overview of the search criteria



1. *"Period" selection field*
2. *"Operation characteristics" selection field*
3. *"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 the status it has. You can set three different operation characteristics: specific details, payment transaction, and status.

Selecting specific details

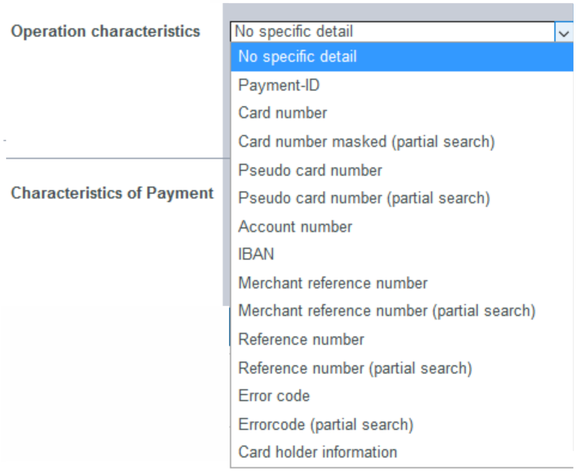
Descriptions of the specific details can be found in the "Specific details" table below.

> **"Detail" input field**
>
> 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.

> **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.

Computop Analytics

On this page



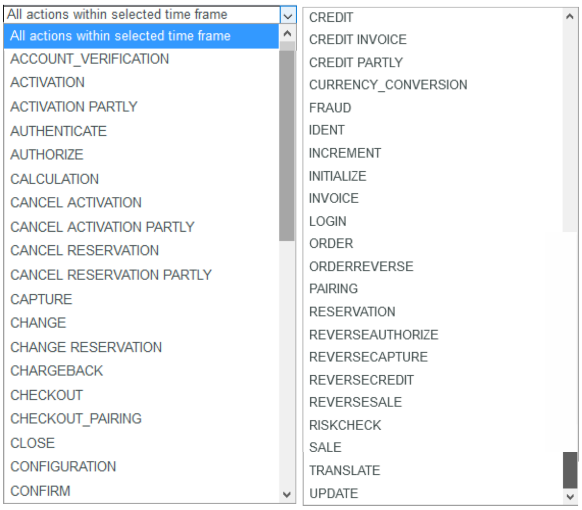
In this section

Specific Detail	Description
Operation number	The operation number (also "PayID") is an operation code automatically assigned by Computop Paygate
Card number	The card number is the number on the bank card that allows a unique assignment
Masked card number (partial search)	Selecting "Masked card number (partial search)" allows a search to be made for parts of the card number
Pseudo card number	The pseudo card number (PCNr) is an adequate substitute for the card number. You can save and use the pseudo card number (PCNr) without a PCI certification in order to avoid having to enter the card data again in the shop.
Pseudo card number (partial search)	Selecting "Pseudo card number (partial search)" allows a search to be made for parts of the PCNr
Account number	The account number is a country-specific number 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 two-digit verification code, the bank code, the previous account number.
Merchant reference number	The merchant reference number is a merchant code automatically assigned by Computop Paygate
Merchant reference number (partial search)	Selecting "Merchant reference number (partial search)" allows a search to be made 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 number issued by Computop Paygate in order to isolate the Paygateerror. You can find an overview of the error codes here. An overview of the error codes can be found here.
Error code (partial search)	Selecting "Error code (partial search)" allows a search to be made for parts of the error code

Card holder information	The card holder information is the first name and surname of the account holder

Selecting a payment transaction

An operation is comprised of several payment transactions for which you can carry out a specific search. Descriptions of the specific payment transactions can be found in the "Payment transactions" table below.



Status	Beschreibung	Status	Beschreibung
ACCOUNT_VERIFICATION	Verify ACC function, credit card verification	CREDIT	Credit for a transaction
ACTIVATION	Activation of a transaction (Klarna /Billpay)	CREDIT INVOICE	Credit for debtor management
ACTIVATION PARTLY	Partial activation of a transaction (Klarna/Billpay)	CREDIT PARTLY	Partial credit for a transaction
AUTHENTICATE	Authentication of a 3-D Secure transaction	CURRENCY_CONVERSION	DCC transaction
AUTHORISE	Authorisation of a transaction	FRAUD	Scoring engine
CALCULATION	Calculation status (Ratepay/Unzer [paymorrow])	IDENT	Identifier for a transaction
CANCEL ACTIVATION	Activation of a transaction cancelled (Billpay only)	INCREMENT	Increase in amount blocked on credit card
CANCEL ACTIVATION PARTLY	Activation of a transaction partly cancelled (Billpay only)	INITIALIZE	Initialise payment (Ratepay /Billpay)
CANCEL RESERVATION	Amounts blocked for a transaction cancelled (Billpay only)	INVOICE	Create debtor management invoice
CANCEL RESERVATION PARTLY	Amounts blocked for a transaction partly cancelled (Billpay only)	LOGIN	Special feature of Amazon Pay
CAPTURE	Capture of a transaction	ORDER	Creation of a transaction
CHANGE	Change to a transaction (Amazon /Ratepay)	ORDER REVERSE	Undo the creation of a transaction
CHANGE RESERVATION	Change to an amount blocked (Amazon/Ratepay)	PAIRING	Merging of a transaction (Klarna only)
CHARGEBACK	Chargeback of the information	RESERVATION	Amount reserved (Klarna/Billpay)
CHECKOUT	Special feature of Amazon Pay	REVERSE AUTHORISE	Cancellation of an authorisation for a transaction
CHECKOUT_PAIRING	Special feature of Amazon Pay	REVERSE CAPTURE	Cancellation of the capture of a transaction

CLOSE	Special feature of Amazon Pay	REVERSE CREDIT	Cancellation of a credit transaction
CONFIGURATION	Transaction set up	REVERSE SALE	Cancellation of a sales transaction
CONFIRM	Special feature of Amazon Pay	RISK CHECK	Consumer check/risk (BIG. Afterpay)
		SALE	Purchase transaction (authorisation and capture in one step)
		TRANSLATE	Special status (Tamara)
		UPDATE	Transaction update (Klarna only)

Selecting the status

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

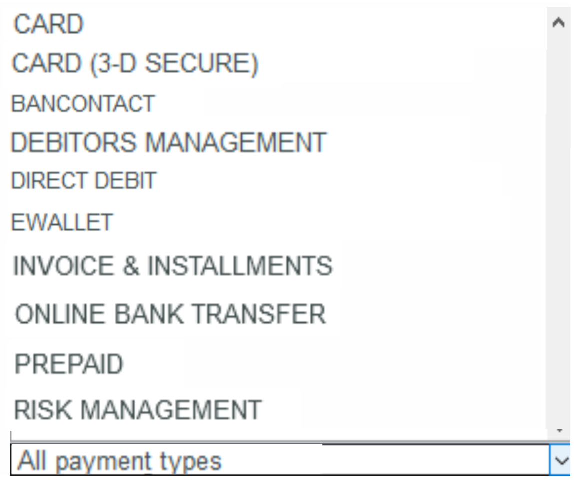
Status	Description
OK	Status of the payment transaction is "OK". The operation has been completed.
OPEN	Status of the payment transaction is "OPEN". The operation has not been completed yet.
NOT OK	Status of the payment transaction is "NOT OK". The operation has not been completed.

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 method provider

You can either search for all credit cards, or select a payment method provider. The "All payment types" drop-down menu shows you all paymethods that have been enabled for you in Computop Paygate. Individual payment method 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.



Status	Description
CARD	All payment method providers that support credit cards
CARD (3-D SECURE)	All payment method providers that support credit cards with 3-D Secure authentication
BANCONTACT	All payment method providers that support Bancontact
DEBTOR MANAGEMENT	All payment method providers that support debtor management
DIRECT DEBIT	All payment method providers that support direct debit
EWALLET	All payment method providers that support online wallets
INVOICE & INSTALMENTS	All payment method providers that support payments by invoice and in instalments
ONLINE BANK TRANSFER	All payment method providers that support online bank transfers
PREPAID	All payment method providers that support prepaid
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.

“Amount” input field

The amount entered depends on the currency selected beforehand from the "Currency" drop-down menu. You must enter the amount in the largest currency unit using the decimal notation applicable for the currency (e.g. €10,50). Whether decimals are allowed does, however, depend on the respective currency.

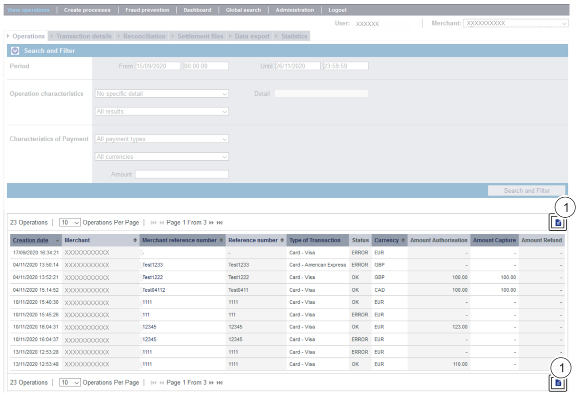
Exporting search results

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.



> 1. *"Export " button*

3. Click on the "Export " button.

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

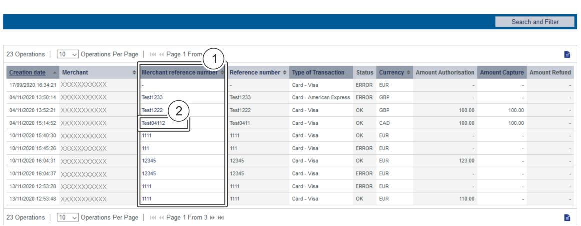
Opening the detailed view of an operation

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.

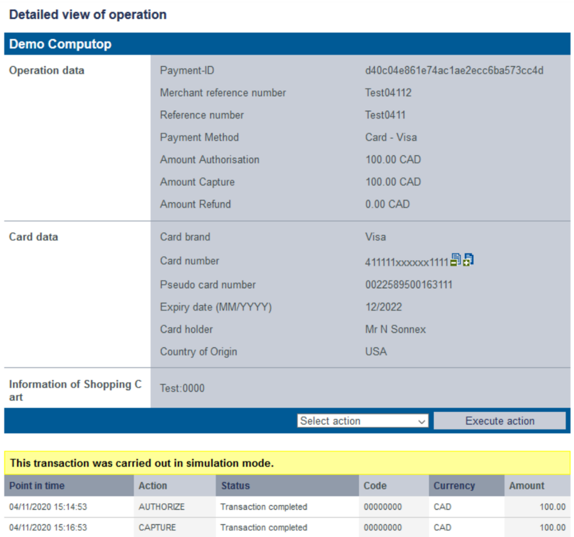


> 1. *"Merchant reference number" column*
> 2. *"Merchant reference number" of an operation*

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.

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

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

<table>
<tr><th>Action</th><th>Paymethod (samples)</th><th>Description</th></tr>
<tr><td>ORDER</td><td>Credit card

PayPal</td><td>Action "order" indicates that a payment has been initiated, but not yet authorized.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Transaction completed</td><td>The "order" was initiated successfully</td></tr>
<tr><td>Request</td><td>The "order" has been initiated, but not completed</td></tr>
<tr><td>Other</td><td>The "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.</td></tr>
</table></td></tr>
<tr><td>ACCOUNT_VERIFICATION</td><td>Credit card</td><td>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.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Transaction completed</td><td>The transaction has been completed successfully.</td></tr>
<tr><td>Other</td><td>The credit card could not be verified, e.g.:
Invalid card number credit card number is not valid.</td></tr>
</table></td></tr>
</table>

<table>
<tr>
<td>AUTHENTICATE</td>
<td>Credit card</td>
<td>
Authenticate happens with 3-D Secure and means that the card holder has to identify (authenticate) himself. After successful authentication an authorization may be initiated to reserve the money on the card holders account.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>REQUEST</td><td>Authentication process has been initiated, but not yet completed.</td></tr>
<tr><td>Authentication completed</td><td>The card holder proofed his/her identity towards the issuer.</td></tr>
<tr><td>Other</td><td>
The "Authentication" failed, e.g.:

Authentication failed The card holder wasn't able to authenticate successfully, so the authentication failed.
Connection timed out The card holder did not complete the authentication.
Cardholder not enrolled Card holder is not enrolled to 3-D Secure system.
RRes receive timeout Technical time out receiving 3-D Secure response.

</td></tr>
</table>
</td>
</tr>
<tr>
<td>AUTHORIZE</td>
<td>
Credit card
PayPal
Direct Debit
Paydirekt
</td>
<td>
The authorization checks the card holders account and reserves the money for a given period of time.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Transaction completed</td><td>The authorization was successful, the amount is reserved on the card holders account and can finally be captured (i.e. transferred).</td></tr>
<tr><td>Other</td><td>
The "Authorization" has been declined, e.g.:

Authorization declined issuer/acquirer declined authorization.
Invalid card number card number is wrong.
Shipping country and the card's country of origin do not match risk setting prevents authorization.

</td></tr>
</table>
</td>
</tr>
<tr>
<td>REVERSEAUTHORIZE</td>
<td></td>
<td>
The authorization should be reversed and the money should not be reserved on the card holders account any more.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Transaction completed</td><td>The authorized amount has been released successfully.</td></tr>
<tr><td>Other</td><td>
The "Reverse-Authorization" failed, e.g.:

Referenced transaction not found

</td></tr>
</table>
</td>
</tr>
</table>

<table>
<tr><td>CAPTURE</td><td>Credit card

PayPal

Direct Debit

Paydirekt</td><td>"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.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Request</td><td>The "capture" (i.e. transfer) of the money has been initiated and is waiting for its processing "capture" is pending.

This can be either processed online (i.e. in realtime) or offline (file based - and then normally within 24 hours) - depending on the paymethod and downstream processing.</td></tr>
<tr><td>Transaction completed</td><td>The "capture" has been processed, i.e.: transmitted to the acquirer and further to the issuer.</td></tr>
<tr><td>Other</td><td>The "Capture" failed, e.g.:
Declined by issuer issuer/acquirer declined authorization.</td></tr>
</table></td></tr>
<tr><td>CREDIT</td><td>Credit card

PayPal

Direct Debit

Paydirekt

Sofort</td><td>"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.
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Request</td><td>The "credit" (i.e. refund) of the money has been initiated and is waiting for its processing.

This can be either processed online (i.e. in realtime) or offline (file based - and then normally within 24 hours) - depending on the paymethod and downstream processing.</td></tr>
<tr><td>Transaction completed</td><td>The "credit" has been processed, i.e.: transmitted to the acquirer and further to the issuer.</td></tr>
<tr><td>Other</td><td>The "Credit" failed, e.g.:
Amount too high total amount for "credit" is higher than the amount "captured" so far.</td></tr>
</table></td></tr>
<tr><td>SALE</td><td>Credit card

PayPal

Paydirekt

Sofort</td><td>"Sale" is a combination of "authorization" and "capture".
<table>
<tr><th>Status</th><th>Description</th></tr>
<tr><td>Transaction completed</td><td>The "sale" has been processed, i.e.: transmitted to the acquirer.</td></tr>
<tr><td>Other</td><td>The "Sale" has been rejected, e.g.:
Timeout The consumer did not complete the transaction.
Declined by the issuer The issuer declined transaction.</td></tr>
</table></td></tr>
</table>

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.
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.
C	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
N	3DS Requestor (merchant) is not whitelisted by cardholder
E	Not eligible as determined by issuer
P	Pending confirmation by cardholder
R	Cardholder rejected
U	Whitelist status unknown, unavailable, or does not apply