

SFTP Batch Processor

Version 1.1



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1. OVERVIEW

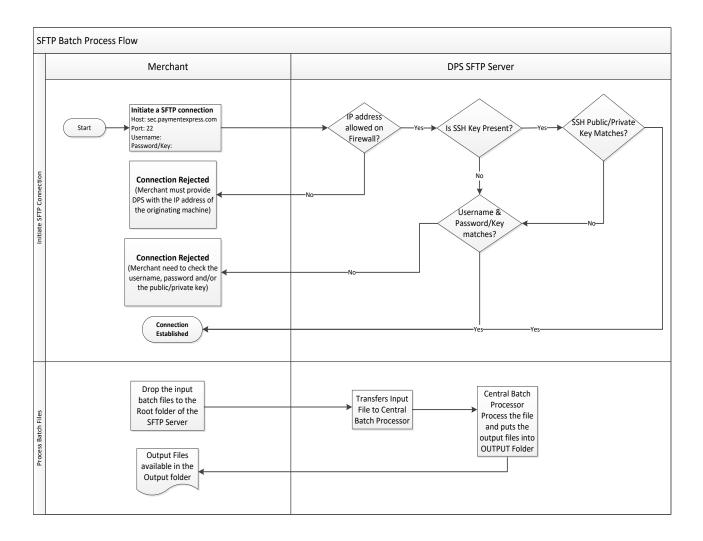
DPS provides a SFTP Batch solution for merchant who need to process large number of transactions quickly, easily and securely.

SFTP Batch has been specifically designed to support organizations that do regular billing for the same or variable amounts and do not want the compliance cost or risk of storing sensitive card details.

- Going through secured FTP connection
- No additional application is required
- Capable of processing thousands of transactions in one batch job
- Supports all standard transaction types
- Easily reconcile transactions using Payment Express® reports
- o 32-bit and 64-bit compatible

HOW IT WORKS

The merchant needs to initiate a SFTP (SSH File Transfer Protocol) connection with DPS and once the connection has been established the SFTP Server monitors the server for input batch files. When an input file is detected the file is sent to the central batch processor for processing. Once processed, an output file is put in the OUTPUT folder for merchant pickup.



2. SFTP CONNECTION

Organizations who wish to access the DPS SFTP service must provide DPS with the IP address of the originating machine.

Host: sftp.paymentexpress.com

Port: 22

There are two methods in which organizations can login to the DPS SFTP server.

USERNAME & PASSWORD

- Username and password setup and provided by DPS.
- Merchant connects to DPS SFTP address (port 22) and authenticates using a username and password.

USERNAME & SSH KEY

- Username setup and provided by DPS.
- SSH public key provided by organization.
 - SSH-2 RSA and SSH2 DSA type keys supported.
 - SSH-1 RSA type keys not supported.
 - o DPS strongly recommend that all private keys are protected by a passphrase.
- Merchant connects to DPS SFTP address (port 22) and authenticates using a username and private key.
 - o In the scenario where the private key does not match the public key provided to DPS, a password will be requested as a 2nd method of authentication.

3. INPUT FILE SPECIFICATION

The Input file format is CSV (Comma Separated Value), Excel style. Each line of the file represents an authorisation, purchase, completion, refund or add cards request.

DPS will ensure that all lines within the body contain valid transactions and that the transaction count and total in the footer before attempting to process the transactions contained in the batch. Where actual card numbers have been used in the batch input these will be truncated within the output file.

HEADER

Field	Value
Header	"PXBatchStart"
Batch ID	Unique Identifier assigned by organisation

Example: PXBatchStart,BatchReference

BODY

The body contains the information required for the transactions. There are several different transaction types available and each of them contains a slightly different body format.

Below is the example of the fields for a purchase, authorisation, completion and refund transaction.

Field	Parameter	Description
1	TxnType	Transaction type that you would like to send. Can be Purchase, Refund, Tipping or Billing type transactions. Valid values are 'A'=Auth, 'C'=Completion, 'P'=Purchase, 'R'=Refund, 'V'=Validate, 'B'=Bill
2	Account	DPS account number. Values can be 0-9999 depending upon account to settle to.
3	MerchantReference	Free transaction reference field. E.g.: booking reference, order reference or invoice number.
4	CardNumber/BillingId/ DPSBillingId/CardNumber2	Card Number. Note – must be followed by a single 'character if this file is loaded and saved using Microsoft Excel spreadsheet.
		Card Expiry Date in MMYY format. Some acquirers do not require this field – contact DPS for more details. Also not required if BillingId/DpsBillingId is
5	ExpiryDate	used.
6	Amount	Amount in d.cc format e.g. \$1.23 would be 1.23
		Either PreAuthNumber or DpsTxnRef (Preferred) needs to present for completion requests to match against original authorisation. DpsTxnRef will also need to be present for Refund transactions to match the original
7	PreAuthNumber/ DpsTxnRef	Purchase, Completion or Billing transaction.
		Corporate Purchase Card transactions. Extended data, which will appear on
8	CPC	corporate cardholder's statements if your merchant account supports it.
9	CardHolderName	Cardholder Name if known.

Scenarios for other transaction types are available at Section5.

FOOTER

Field	Value
Footer	"PxBatchEnd"
Transaction Count	Count of transactions in body
Transaction Amount Total	Sum of transaction amounts in body

Example: PXBatchEnd,1,0.00

EXAMPLE OF A SFTP BATCH FILE

4. OUTPUT FILE SPECIFICATION

The Output file format is CSV (Comma Separated Value), Excel style. The original filename is used with the suffix "_OUT" appended to the original name. The file type .CSV is preserved. Each line of the file represents an authorisation, purchase, completion or refund result. All the Output files will be placed in an output folder.

HEADER

Field	Value
Header	"PXBatchStart"
Batch ID	Unique Identifier assigned by organisation
Batch Success	"0" if successful
Reason	"Batch successful" or Reason for failure if
	applicable

Example: PXBatchStart,BatchReference123,0,Batch successful

BODY

Field	Parameter	Description
		Transaction type that you would like to send. Can be Purchase, Refund, Tipping
		or Billing type transactions. Valid values are 'A'=Auth, 'C'=Completion,
1	TxnType	'P'=Purchase, 'R'=Refund, 'V'=Validate, 'B'=Bill
		DPS account number. Values can be 0-9999 depending upon account to settle
2	Account	to.
3	MerchantReference	Free transaction reference field. E.g.: booking reference, order reference or invoice number.
3	CardNumber/BillingId/	Card Number. Note - must be followed by a single ' character if this file is loaded
4	DpsBillingId/CardNumber2	and saved using Microsoft Excel spreadsheet
5	ExpiryDate	Card Expiry Date in MMYY format
6	Amount	Amount in d.cc format e.g. \$1.23 would be 1.23
7	PreAuthNumber/DpsTxnRef	Either PreAuthNumber or DpsTxnRef (Preferred) needs to present for completion requests to match against original authorisation. DpsTxnRef will also need to be present for Refund transactions to match the original Purchase, Completion or Billing transaction.
		Corporate Purchase Card transactions. Extended data, which will appear on
8	CPC	corporate cardholders statements if your merchant account supports it.
9	CardHolderName	Cardholder Name if known.
10	Result	Success of the transaction. 0=declined/failed, 1=accepted
11	ResponseCode	2 character response code e.g.: "00"
12	ResponseText	Text associated with response code. E.g.: "ACCEPTED"
13	AuthCode	Authorisation (Approval) code if accepted.
14	DpsTxnRef	DPS unique transaction reference of the new transaction
15	AcquirerDate	YYYYMMDD
16	AcquirerTime	HHMMSS
17	DateSettlement	YYYYMMDD

Example: P,9997,Ref1,411111......1111,1010,1.23,, , TEST NAME1,1,00,APPROVED,151837,0000000101a19474,20121025,151837,20121025

Scenarios for other transaction types are available at <u>Section5</u>.

FOOTER

Field	Value
Footer	"PxBatchEnd"
Transaction Count	Count of transactions in body
Transaction Amount Total	Sum of transaction amounts in body

Example: PXBatchEnd,3,0.00

EXAMPLE

PXBatchStart,BatchReference123,0,Batch successful
P,9997,Ref1,411111......1111,1010,1.23,,, TEST
NAME1,1,00,APPROVED,151837,0000000101a19474,20121025,151837,20121025
P,9997,Ref1,411111......1111,1010,1.23,,, TEST
NAME2,1,00,APPROVED,151837,00000001015bac95,20121025,151837,20121025
P,9997,Ref1,411111......1111,1010,1.23,,, TEST
NAME3,1,00,APPROVED,151837,0000000103s45dh7,20121025,151838,20121025
PXBatchEnd,3,3.69

When the transaction count doesn't match in the input file:

Output file with error message: hash total in footer is incorrect

When transaction amount total doesn't match in the input file:

Output file with error message: transaction count in footer is incorrect

5. BATCHING SCENARIOS

PURCHASE TRANSACTIONS

Input Sample	PXBatchStart,Batch1 P,9997,Ref1,411111111111111111111111111111111111	
Output Sample	PXBatchStart,Batch1,0,Batch successful P,9997,Ref1,4111111111,1010,1.23,, , TEST NAME1,1,00,APPROVED,151837,0000000101a19474,20121025,151837,20121025 PXBatchEnd,1,1.23	

Note: The DPSTxnRef (0000000101a19474) that can be used later for refund transactions is highlighted in the output.

REFUND TRANSACTIONS

Input Sample	PXBatchStart,Batch1 R,9997,Refund,,,1.23, 0000000101a19474,,TEST NAME PXBatchEnd,1,1.23
Output Sample	PXBatchStart,Batch1,0,Batch successful R,9997,Refund,,,1.23,000000101bbc153,,TEST NAME,1,00,APPROVED,152225, 0000000101a19474,20121029,152225,20121029 PXBatchEnd,1,1.23

Note: The DpsTxnRef is highlighted above. This value is given as the output in the original purchase, complete or billing transaction. All refund transactions need to be matched with the original transaction.

AUTHORISATION TRANSACTIONS

Input Sample	PXBatchStart,Batch1 A,9997,Auth1,411111111111111111111111111111111111
Output Sample	PXBatchStart,Batch1,0,Batch successful A,9997,Auth1,4111111111,1010,1.23,,,TEST NAME,1,00,APPROVED,15282401bbd3f600000001,0000000101bbd3f6,20121029,152824,20121029 PXBatchEnd,1,1.23

Note: The Pre-Authorisation code (15282401bbd3f600000001) is given back and can be used to complete transactions.

Note: The DpsTxnRef (0000000101bbd3f6) is given back and is the preferred method for matching the completions.

COMPLETION TRANSACTIONS USING PRE-AUTH NUMBER

Input Sample	PXBatchStart,Batch1 C,9997,Completion,,,1.23, 15282401bbd3f600000001 ,,TEST NAME PXBatchEnd,1,1.23
Output Sample	PXBatchStart,Batch1 ,0,Batch successful C,9997,Completion,,,1.23,15282401bbd3f600000001,,TEST NAME,1,00,APPROVED,153424,0000000101bbe227,20121029,153424,20121029 PXBatchEnd,1,1.23

Note: The Pre-Auth Number is highlighted above. This value was given as the output from the original authorisation transaction.

COMPLETION TRANSACTIONS USING DPSTXNREF

Input Sample	PXBatchStart,Batch1 C,9997,CompDPSTxnRef,,,1.23,0000000101bbd3f6,,TEST NAME PXBatchEnd,1,1.23
Output Sample	PXBatchStart,Batch1,0,Batch successful C,9997,CompDPSTxnRef,,,1.23,0000000101bbd3f6,,TEST NAME,1,00,APPROVED,153649,0000000101bbe7b1,20121029,153649,20121029 PXBatchEnd,1,1.23

The output format has the following properties in addition to the input message - Authorized (1 or 0), ReCo, Response Text, DpsBillingId, DpsTxnRef, Date, Time, DateSettlement

BILLING TRANSACTIONS (WITH DPSBILLINGID)

Input Sample	PXBatchStart,Batch1 B,9997,dpsbillid,0000010003224216, ,1.23, ,,TEST NAME PXBatchEnd,1,1.23
Output Sample	PXBatchStart,Batch1,0,Batch successful B,9997,dpsbillid,0000010003224216, ,1.23,, ,TEST NAME,0,JA,DECLINED,,,,,19800101 PXBatchEnd,1,1.23

BILLING TRANSACTIONS (WITH BILLINGID)

Input Sample	PXBatchStart,Batch1 B,9997,Reference,SampleBillingID, ,1.23, , ,TEST NAME PXBatchEnd,1,1.23
Output Sample	PXBatchStart,Batch1 ,0,Batch successful B,9997,Reference,SampleBillingID, ,1.23,, ,TEST NAME,1,00,APPROVED,160125,0000000101bc23c6,20121029,160125,20121029 PXBatchEnd,1,1.23

BILLING TRANSACTIONS (WITH CARDNUMBER2)

Inpu	ıt Sample	PXBatchStart,Batch1 X0009,K,9997,Charge CardNumber2,009020000000023, ,1.00, , , ,123 PXBatchEnd,1,1.00	
Out	put Sample	PXBatchStart,Batch1 ,0,Batch successful X0009,K,9997,Charge CardNumber2,009020000000023, ,1.00, , , ,123,1,00,APPROVED,175305,0000000101a2fd17,20121025,175305,20121025 PXBatchEnd,1,1.00	

Note: The CardNumber2 is highlighted above. The CardNumber2 value is given as the output when performing Add CardNumber2 batch (Sample available below).

ADDING BILLING CARDS

To add a billing card to the Billing Vault and receive a token for subsequent billing purposes you will use a different message format. A format specifier, "X0006", must appear as the first field in every record.

Valid TxnTypes are "P", which processes a purchase transaction and stores the card details, "A", which processes an authorisation transaction and stores the card details, and "H", which simply stores the card details without processing a financial transaction.

X0006, TxnType, Operation, Account, Merchant Reference, Card Number, Expiry, Amount, Issue Number, Card holder name, Billing ID

The Billing ID field can be left blank if you intend to obtain and use the DpsBillingId only. For "H" transaction type use an amount of "1.00" which will be disregarded as no financial transaction takes place.

ADD CARD (BILLINGID)

Input Sample	PXBatchStart,Batch1 X0006,H,Add,9997,create token 1,411111111111111111111111111111111111
Output Sample	PXBatchStart,Batch1,0,Batch successful X0006,H,Add,9997,create token 1,4111111111,1010,1.00, ,C HOLDER,billingID1,1,,ADDED,0000010003224867,,,, PXBatchEnd,1,0.00

The output format has the following properties in addition to the input message - Authorized (1 or 0), ReCo, Response Text, DpsBillingId, DpsTxnRef, Date, Time, DateSettlement

- ADD CARD (DPSBILLINGID)

Input Sample	PXBatchStart,Batch1 X0006,H,Add,9997,create token 1,411111111111111111111111111111111111
Output Sample	PXBatchStart,Batch1,0,Batch successful X0006,H,Add,9997,create token 1,4111111111,1010,1.00, ,C HOLDER,,1,,ADDED,0000010003224216,,,, PXBatchEnd,1,0.00

- ADD CARDNUMBER2

To add a CardNumber2 value you will use a different message format. A format specifier, "X0008", must appear as the first field in every record. The

X0008, TxnType, Operation, Account, Merchant Reference, Card Number, Expiry, Amount, Issue Number, Card holder name

Input Sample PXBatchStart,Batch1 X0008,H,Add, ,create CardNumber2 1,411111111111111111111111111111111111		X0008,H,Add, ,create CardNumber2 1,4111111111111111110110, , ,C HOLDER
		X0008,H,Add, ,create CardNumber2 1,4111111111,0110, , ,C HOLDER,1,,ADDED,0090200000000023,2BC29AF2,,,

2BC29AF2 = TxnMac Value

AVS TRANSACTIONS

Address verification uses a different file format. The following should be used for the AVS message format and the format specifier "X0003" must appear as the first field in every record.

X0003, TxnType, Account, Merchant Reference, Card Number, Expiry, Amount, PreAuth/DpsTxnRef, Card holder name, Issue Number, AVS Enable, AVS Action, AVS Street Address, AVS Postal Code

Input Sample	PXBatchStart,Batch1 X0003,Purchase,9997,merchant reference,4111111111111111111111111111111111111	
Output Sample	PXBatchStart,Batch1 ,0,Batch successful X0003,Purchase,9997,merchant reference,4111111111,1010,1.00, ,C HOLDER, ,1,1,123 Elm St,9001,1,00,APPROVED,153637,0000000101a1c58e,20121025,153637,20121025 PXBatchEnd,1,1.00	

The output format has the following properties in addition to the input message - Authorized (1 or 0), ReCo, Response Text, Authorization Code, DpsTxnRef, Date, Time, DateSettlement.

AIRLINE TRANSACTIONS

Airline data uses a different file format. The following should be used for airline data message format and format specifier "X0004" must appear as the first field in every record.

X0004, TxnType, Account, Merchant Reference, Card Number, Expiry, Amount, PreAuth/DpsTxnRef, Card holder name, Issue Number, EnablePaxInfo, Passenger Name, Ticket Number, Travel Agent Info, Origin, Leg 1 Destination, Leg 2 Destination, Leg 3 Destination, Leg 4 Destination, Leg 4 Destination, Leg 1 Carrier, Leg 2 Carrier, Leg 3 Carrier, Leg 4 Carrier, Leg 1 Departure Date, Leg 2 Departure Date, Leg 3 Departure Time, Leg 3 Departure Time, Leg 3 Departure Time, Leg 4 Departure Time, Leg 1 Service Class, Leg 2 Service Class, Leg 3 Service Class, Leg 4 Service Class, Leg 1 Stopover Code, Leg 2 Stopover Code, Leg 3 Stopover Code, Leg 4 Stopover Code, Leg 1 Fare Basis, Leg 2 Fare Basis, Leg 3 Fare Basis, Leg 4 Fare Basis, Leg 1 Flight Number, Leg 2 Flight Number, Leg 3 Flight Number, Leg 4 Flight Number

Input Sample	PXBatchStart,Batch1 X0004,Purchase,9997,merchant reference,4111111111111111111111111111111111111
Output Sample	PXBatchStart,Batch1 ,0,Batch successful X0004,Purchase,9997,merchant reference,4111111111,1010,1.00, ,C HOLDER, ,1,Mr John Smith,08144886622110,BookingABABAB,HKG,AKL,LHR,KUL,SFO,NZ,NZ,NZ,NZ,NZ,01/06/08,02/06/08,03/06/08,04/06/08,1100,1200,1300,1400,C,C,C,C,O,O,O,X, AF,BF,CF,DF,1001,1002,1003,1004,1,00,APPROVED,155149,0000000101a1ea5b,20121025,155149,20121025 PXBatchEnd,1,1.00

The output format has the following properties in addition to the input message - Authorized (1 or 0), ReCo, Response Text, Authorization Code, DpsTxnRef, Date, Time, DateSettlement

AIRLINE AND AVS TRANSACTIONS

Airline data can be submitted in conjunction with AVS data. The following should be used for the airline data/AVS message format and the format specifier "X0005" must appear as the first field in every record.

X0005, TxnType, Account, Merchant Reference, Card Number, Expiry, Amount, PreAuth/DpsTxnRef, Card holder name, Issue Number, AVS Enable, AVS Action, AVS Street Address, AVS Postal Code, EnablePaxInfo, Passenger Name, Ticket Number, Travel Agent Info, Origin, Leg 1 Destination, Leg 2 Destination, Leg 3 Destination, Leg 4 Destination, Leg 1 Carrier, Leg 2 Carrier, Leg 3 Carrier, Leg 4 Carrier, Leg 1 Departure Date, Leg 2 Departure Date, Leg 3 Departure Date, Leg 1 Departure Time, Leg 2 Departure Time, Leg 3 Departure Time, Leg 4 Departure Time, Leg 1 Service Class, Leg 2 Service Class, Leg 3 Service Class, Leg 4 Service Class, Leg 1 Stopover Code, Leg 2 Stopover Code, Leg 3 Stopover Code, Leg 4 Stopover Code, Leg 1 Fare Basis, Leg 2 Fare Basis, Leg 3 Fare Basis, Leg 4 Fare Basis, Leg 1 Flight Number, Leg 3 Flight Number, Leg 4 Flight Number

Input Sample	PXBatchStart,Batch1 X0005,Purchase,9997,merchant reference,4111111111111111111111111111111111111
Output Sample	PXBatchStart,Batch1 ,0,Batch successful X0005,Purchase,9997,merchant reference,4111111111,1010,1.00, ,C HOLDER, ,1,1,123 Elm St,9001,1,Mr John Smith,08144886622110,Booking ABABAB,HKG,AKL,LHR,KUL,SFO,NZ,NZ,NZ,NZ,01/06/08,02/06/08,03/06/08,04/06/08,1100,1200,1300,1400,C,C,C,C,O,O,O,X,AF,BF,CF,DF,1001,1002,1003,1 004,1,00,APPROVED,155238,0000000101a1ec74,20121025,155238,20121025

The output format has the following properties in addition to the input message -

Authorized (1 or 0), ReCo, Response Text, Authorization Code, DpsTxnRef, Date, Time, DateSettlement

6. EXCEPTION HANDLING

Some card issuer have risk management rules in place that cause a transaction to be declined if it is the same card and the same value being processed within 5 minutes of each other. Therefore the exception handling service is designed to handle this scenario.

Duplicate Transactions

If a transaction is submitted in a batch file that has the same cardnumber and transaction amount, the transaction will be put into a sub-file for later processing.

The exception handling services is turned off by default. For more information on enabling the Exception Handling, please contact support@paymentexpress.com

7. MESSAGE FIELD PROPERTIES

AcquirerDate (output) - Max 8 bytes

Contains the date the transaction was processed in YYYYMMDD format. This field may be blank if the transaction was rejected locally or otherwise not processed by the bank host.

AcquirerTime (output) - Max 8 bytes

Contains the date the time of the day the transaction was processed in HHMMSS format. This field may be blank if the transaction was rejected locally or otherwise not processed by the bank host.

Amount (input) - Max 13 characters

Set the amount to be charged or refunded (depending on the TxnType). Format is d.cc (d=dollars, c=cents). Max amount is 99999.99

AVS Post Code (output) - Datatype: BSTR Max 20 bytes

Address Verification System property. Post Code that is listed on the customer's bank statement.

AVS StreetAddress (output) - Datatype: BSTR Max 60 bytes

Address Verification System property. Address that is listed on the customer's bank statement.

AVS Action (output) - Datatype: INT Max 1 bytes

Address Verification System property. Values are 0,1 & 2.

0 - do not check AVS details with acquirer, but pass them through to Payment Express only.

1 - Attempt AVS check. If the acquirer doesn't support AVS or is unavailable, then transaction will proceed as normal. If AVS is supported it will check the transaction and give the result.

2 - The transactions needs to be checked by AVS, even if isn't available, otherwise the transaction will be blocked.

The value will most likely be 1 for most circumstances.

Billingld (input) - Max 32 characters

This is an identifier generated by the merchant application that is used to identify a customer or billing entry and can be used as input instead of card number and date expiry for subsequent billing transactions.

CardHolderName (output) - Max 64 characters

The cardholder name as it appears on customer card.

CardNumber (input) - Max 20 characters

The card number. No leading or embedded blanks are permitted. Must contain a numeric value.

CardNumber2 (input/output)

CardNumber2 is a token generated by DPS and associated with card details supplied. It is 16 numeric characters and conforms to a Luhn "mod 10" algorithm. This makes it ideal for storage within the database in place of a card number where the value is validated against checks which might normally be made against credit card numbers. A CardNumber2 value is always unique for a given card number. Should a card number be presented for tokenization multiple times the same CardNumber2 value will be returned.

Corporate Purchase Card (input) - Mandatory 30 characters

Amex Corporate Purchase Card transactions. Extended data, which will appear on corporate cardholders statements if your merchant account supports it. This field needs to be exactly 30 characters, with the first character being an "A". The CPC field contains 2 corporate purchase card reference fields, with the 1st 9 characters after the "A" belonging to Corporate Purchase Card data 1 and the last 20 characters of the CPC input field belonging to Corporate Purchase Card data 2. You will need to pad if your reference is shorter than the required field length.

DateExpiry (input) - Max 4 bytes

Indicates card expiry date. Format is MMYY where MM is month 01-12 and Year 00-99. do not insert "/" or other delimiter. Some acquirers do not require this field - contact DPS for more details. Also not required if BillingId/DpsBillingId/CardNumber2 is used.

DateSettlement (output) - Max 8 bytes

Indicates Date of settlement (when money will be deposited in Merchant bank account) if this is supported by the Acquirer, otherwise contains the date the transaction was processed in YYYYMMDD format.

DpsTxnRef (input/output) - Max 16 Characters

Returned for every transaction. If the transaction was approved, DpsTxnRef can be used as input to a Refund or Completion transaction for other DPS products. Used to specify a transaction for refund without supplying the original card number and expiry date. The DpsTxnRef value returned by the original approved Auth transaction must be supplied also when doing a complete transaction.

DpsBillingId (input) - Max 16 Characters

When output, contains the Payment Express generated Billingld. Only returned for transactions that are requested by the application with the EnableAddBillCard value set to 1 (true) indicating a token billing entry should be created.

MerchantReference (input) - Max 32 Characters

Free text to appear on transaction reports.

ResponseText (output) - Max 20 Characters

The Response Text is associated with ResponseCode. For successful transactions this is usually Approved and for unsuccessful transactions this can be a number of texts depending on why the transaction declined. For example it could be Card Expired, Declined, Invalid Card, REFER TO CARD ISSUER, DO NOT HONOUR. All acquirers have their own response texts and should be displayed for better understanding of why the transaction got declined.

ResponseCode (output) - Max 2 characters

2 character response code from the bank. Explanation of the ResponseCode is usually provided in the ResponseText.

Result (output) - Boolean true/false

Indicates success or failure of the transaction. 1 for successful and 0 for an unsuccessful transaction.

TxnType (input) - Max 1 Character

Value	Description
Р	Purchase
R	Refund
А	Auth

С	Completion
V	Validate
В	Bill

8. TROUBLESHOOTING

ERROR_DUPLICATE

If the input file is processed and PxBat renames the file to SampleInputFilename.csv_ERROR_DUPLICATE_20101003191420 then a duplicate filename has been detected. Each filename needs to be unique.

Another reason could be that the content of the input file does not contain the required Line Feed (LF).

Incorrect Example:

P,9997,Reference,4111111111111111,1010,1.23,,,TEST NAME

Correct Example:

1 P,9997, Reference, 41111111111111111,1010,1.23,,,TEST NAME

NOTHING HAPPENS WHEN AN INPUT FILE IS PUT INTO THE INPUT FOLDER

The SFTP server monitors the input folder every few seconds while it is connected. Make sure the file extension of the input file matches the value setup in "FileExtension" e.g. <FileExtension>.csv</FileExtension>. If the file extension is not the same, the file will be ignored. Check if the PxBat service is running. Also check if the login details have been setup.

If you cannot resolve the issue, please contact our support team on 0800 PAYMENT (729 6368) or +64 9 309 4693, or email support at support @paymentexpress.com.