

Upload/download files with Ingenico ePayments Batch (basic)

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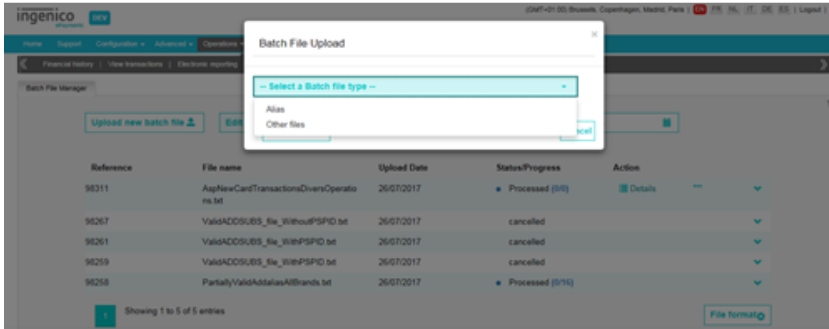
1. Introduction

The Ingenico ePayments Batch mode enables you to group your payments into formatted uploadable files. This option is particularly suited for large numbers of payments or recurrent invoicing. In this guide, you will learn to upload and manage Alias and Other files in Batch Manager.

For more advanced information about Batch (e.g. automating the upload and download process), go to [Advanced Batch](#).

2. File selection

From your Ingenico ePayments account, click **Operations > Batch Manager** to upload the payment files. You have the option of uploading "Alias" files or "Other files" (such as: Transaction and Subscription files).



The files you upload must be plain text files that have a certain file format which can be generated using any application (e.g. MS Access, MS Excel etc.).

If you don't have an application to create these formatted transaction files, you can create these files manually by typing each transaction line (max. 30,000 lines or 7 MB). However, to ensure that your files get processed swiftly, we recommend you limit each file to 2,500 lines.

We have created an MS Excel file to help you create formatted transaction files for uploading. This MS Excel spreadsheet integrates a macro which will allow you to create a simple text file containing all the information in the spreadsheet.

It is not the spreadsheet itself which you have to upload, but the text file you create via the macro in the [MS Excel spreadsheet](#).

Respect the following rules when preparing the transaction files:

- The files must be ASCII files
- One line per order (excepted for headers and/or footers), lines separated by the Carriage Return and Line Feed character pair (ASCII: 13 10 – HEX: 0xD 0xA)
- The fields must be separated by a “;”
- The fields themselves cannot contain any “;”

A standard batch file has the following transaction layout:

Field #	Field	Description
1	AMOUNT	Amount to be paid MULTIPLIED BY 100, as the amount format must not contain any decimals or other separators
2	CURRENCY	ISO alpha order currency code, e.g. EUR, USD, GBP, CHF, etc. Note: To ensure optimal processing of your batch files, all currencies configured in your Ingenico ePayments account under Configuration > Account > Currency should be configured accordingly per payment method used (Configuration > Payment methods > Contract data).

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Field #	Field	Description
3	BRAND	Card brand ("Direct Debits NL" for Direct Debits NL or similar information for other payment methods)
4	CARDNO	Card/account number (a bank account number should always have 10 digits: if the account has less than 10 digits, complete with zeroes on the left. For PostBank accounts: "000" + 7 digits or "P00" + 7 digits.)
5	ED	Expiry date (MM/YY or MMY) (99/99 or 9999 for Direct Debits NL)
6	ORDERID	Your unique order reference (merchant reference)
7	COM	Order description
8	CN	Customer name
9	PAYID	Our system's unique transaction reference
10	OPERATION	<p>The payment procedure you have configured in the "Global transaction parameters" tab, in the "Default operation code" section of the Technical Information page will define your default transaction operation. When you send an operation value in the batch Operation field, this will overwrite the default value.</p> <p>Please refer to the Parameter Cookbook for the possible values.</p>
11	AUTHORIZATION CODE	Authorisation code, not received via our system.
12	AUTHORIZATION MODE	The way the authorisation code in field 11 was received. Possible value: 'TEL' for telephone
13	AUTHORIZATION DATE	The date/time when the authorisation code in field 11 was received. (MM/DD/YY HH:MM:SS)
14	PSPID	Your affiliation name in our system
15	GLOBORDERID	Reference grouping several orders together, allows you to subsequently request a group maintenance operation on these transactions.
...	Blank fields	...
22	OWNERADDRESS	Customer's street name and number
23	OWNERZIP	Customer's postcode
24	OWNERTOWN	Customer's town/city name
25	OWNERCTY	Customer's country
26	OWNERTELNO	Customer's telephone number

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Field #	Field	Description
27	CVC	Card Verification Code
...	Blank fields	...
35	ECI	<p>Electronic Commerce Indicator. You can configure a default ECI value in the "Global transaction parameters" tab, in the "Default ECI value" section of the Technical Information page. When you send an ECI value in the batch ECI field, this will overwrite the default ECI value.</p> <p>Possible (numeric) values:</p> <ul style="list-style-type: none">0 - Swiped1 - Manually keyed (MOTO, card not present)2 - Recurring payments, originating from MOTO3 - Instalment payments7 - E-commerce with SSL encryption9 - Recurring after first e-commerce transaction

Note: you can also optionally send additional fields if you have activated certain options/functionalities in your Ingenico ePayments account. Check the documentation of the option for more information on the related additional fields.

You can have the following file transaction codes:

- ATR: code for new transactions
- MTR: code for maintenance operations on existing transactions.

Any file you upload is automatically an ATR file unless you specify otherwise in the file header.

Headers and footers:

- OHL: login information (not necessary when performing a manual file upload).
- OHF: header containing the general file parameters (only necessary when the transaction code is MTR). Format: OHF;Merchant's file reference;Transaction code (ATR/MTR);Operation;Number of orders.
- OTF: general file footer, specified at the end of the file (only necessary when there's a header in the file).

For more information, go to [Advanced Batch](#)

Examples:

ATR file

```
OHF;File20070430;ATR;;3;
```

```
1000;EUR;;4111111111111111;11/02;Order0001;;Paul Smith;
```

```
100;EUR;;4111111111111111;11/02;Order0002;; Bill Durand;
```

```
2032;EUR;;4111111111111111;11/02;Order0003;;John Doe;
```

```
OTF;
```

(or)

```
1000;EUR;;4111111111111111;11/02;Order0001;;Paul Smith;
```

```
100;EUR;;4111111111111111;11/02;Order0002;; Bill Durand;
```

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2032;EUR;;4111111111111111;11/02;Order0003;;John Doe;

MTR file

OHF;Filename;MTR;SAS;1;

1000;EUR;;;;;;;;;1280281;

OTF;

3. Alias Files

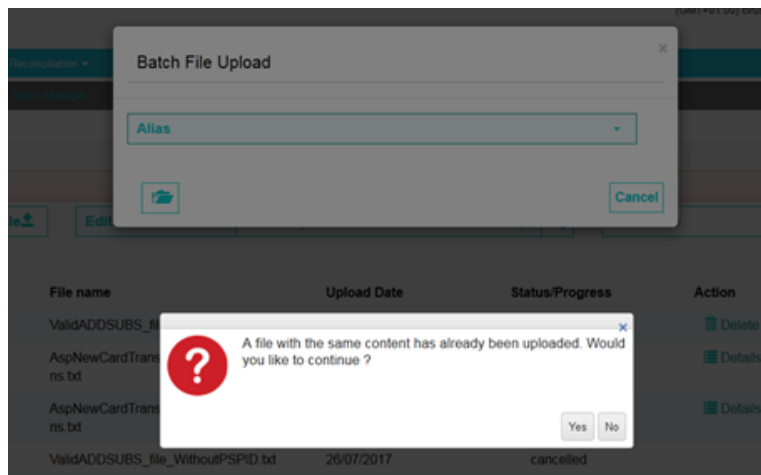
3.1 Upload file

To upload "Alias" files:

1. Click "Upload new batch file"
2. Click "Alias" and "Select File".
3. Select the file you want to upload from your computer. You will be redirected back to the Batch Manager page where the selected file is being checked. A counter and a progress bar are displayed to inform you of the time left to launch the file processing stage.
4. Click "Process" to process the file. A progress bar informs you of the progress. For more information about validation statuses, please refer to Chapter 6: File validation statuses.

Note:

- Due to PCI DSS reason, you have 60-minutes to process the file. Your only option is to delete the file once the 60-minutes are up.
- If you accidentally select to upload an Alias file that is already in the list of processed Alias file, a message pops up to inform you of the existing uploaded file and asks if you would like to continue. Click "Yes" to continue with the upload, or "No" to cancel the file upload



If you don't launch the process within an hour, the status changes to "Expired". In this case, you need to re-upload the files a second time. You can also clear the file from the Batch table. If a file is successfully processed, "Processed" is displayed under Status/Progress.

3.2 Format check

After you have uploaded the Alias file, we will first check its format. We shall validate if the file layout content format are correct. We do not store the transactions in our database at this stage, so you can still delete the file if necessary. The Alias file is always set in Asynchronous mode (ASYNC) and is auto-refreshed throughout the format check.


The result of the format check can be any of the following statuses:

Status	Description	Actions
Invalid	All lines of the file are incorrect	Delete
Valid	All lines of the file are parsed with success and can be processed	Delete; Process

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Partially valid	Only part of the file is valid and can be processed. The number of correct lines is displayed next to the status	Delete; Process
-----------------	--	--------------------

The actions you can perform are depending on the file status. When the status is "Invalid", you can only delete the file. You will not be able to continue with the file processing either.

To learn more about the result of the format check click the  icon for more information. The following describes the expanded list and table:

Header Row

Item	Description
Reference	A reference number assigned by the platform
File name	The name of the file submitted by the merchant
Upload date	The date of the file upload
Status/Progress	The status of the format check. There are three statuses: Valid, Partially valid, and invalid. A progress bar displays the validating progress.
Action	The action you can perform based on the statuses

File Summary

Item	Description
Total operation	The total number of lines in the Alias file
Incorrect operations	The number of lines that are invalid and will not be processed
Correct operations	The number of lines that are valid and that can be processed
Uploaded by	Person who uploaded the Alias file
NCMODE	The submission mode: Automatic File Upload (AFU) or Manual File Upload (MFU)
Upload date	Timestamp of the file upload

Error Description

(Displays only when the file is partially valid or invalid)

Item	Description
Error description	The description of the error
Error lines	The location of the error in the Alias file

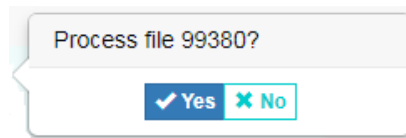
Operation Details

A list of operation code names and the number of line with the operation(s).

3.3 Process file


Once the Alias file is checked for its format and returns either with a "Valid" or "Partially valid" status, it enters the file processing stage. To start the file process:


1. Click "Process" under "Actions".
2. A pop-up message opens and presents the option to either process the file or not by clicking on "Yes" (process the file) or "No" (do not process the file).



When the file is processed, the status will be updated to "Processed". Next to it displays a fraction that applies to the successfully processed or partially processed Alias file. For example:

- For a successfully processed Alias files, a fraction displays 10/10 under "Status/Progress". This means that 10 lines out of the total 10 lines in the Alias file were successfully processed.
- For partially processed Alias file, the fraction displays 5/10 under "Status/Progress". The fraction interprets that 5 lines out of the 10 lines in the transaction file were successfully processed.

To learn more about the result of the processed Alias file, click the  icon for more information. The following describes the parts of this expanded list and table:

98231	DELALIAS.txt	25/07/2017	Processed (0/2)	
Total operations:	2	Uploaded by:	vpe	
Incorrect operations:	2	NCMODE:	MFU	
Correct operations:	0	Upload date:	2017-07-25 08:59:27	
Error description		Error lines		
Alias does not exist		1, 2		

Header Row

Item	Description
Reference	A reference number assigned by the platform
File name	The name of the file submitted by the merchant
Upload date	The date of the file upload
Status/Progress	Displays "Processed" and a fraction representing the number of lines processed over the total number of lines in the Alias files.
Action	Blank when the file is processed

File Summary

Item	Description
Total operation	The total number of lines in the Alias file

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Incorrect operations	The number of invalid lines that were not processed
Correct operations	The number of valid lines that were not processed
Uploaded by	The person who uploaded the Alias file
NCMODE	The submission mode: Automatic File Upload (AFU) or Manual File Upload (MFU)
Upload date	Timestamp of the file upload

Error Description

(Displays only when the file is partially valid or invalid)

Item	Description
Error description	The description of the error
Error lines	The location of the error in the Alias file

4. Other Files

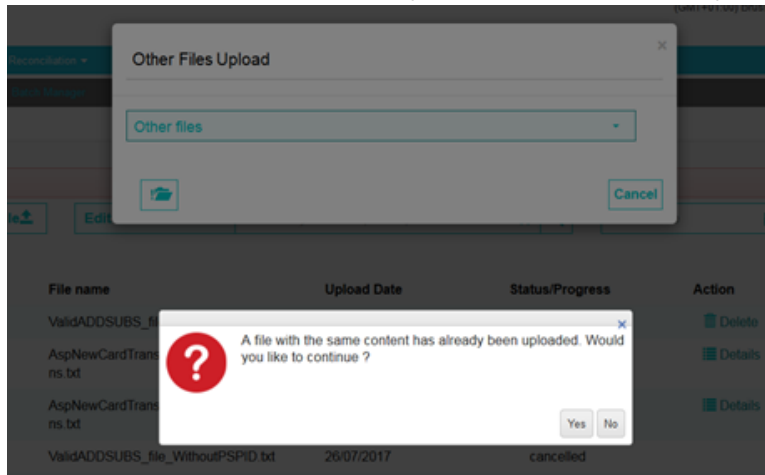
4.1 Upload file

To upload "Other files":

1. Click "Upload new batch file"
2. Click "Other files" and "Select File" to select the file you want to upload from your computer

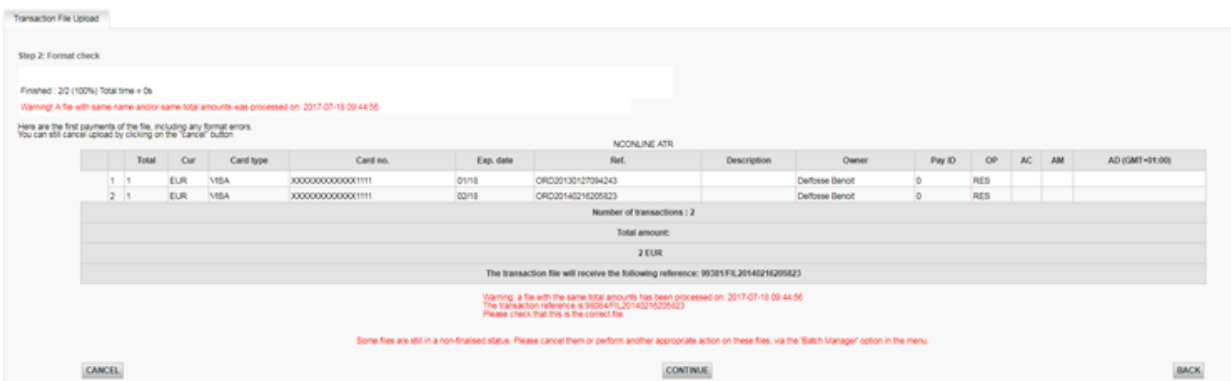
Note:

- If you select to upload a file that is already in the list of processed files, a message pops up to inform you of the existing uploaded file and asks if you would like to continue. Click "Yes" to continue with the upload, or "No" to cancel the file upload.



4.2 Format check

After you have selected the file, you will be directed to the "Transaction File Upload" page (Step 2: Format check) where the file is being checked.



In the format check page, you will see:

- The first valid transaction in the file (The number depends on the number you have entered in the previous screen)
- Transaction format validation errors
- Total amounts per currency
- Our file reference


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- A list of files uploaded during the last month, containing the same total amounts and/or same sum/addition of card numbers, to prevent you from sending the same file twice
- A list of files still in a non-final status.
- The number of Alias operations (Add, Delete) (optional)
- The number of Subscription operations (Add, Delete) (optional)

For more information about validation statuses, please refer to Chapter 6: Transaction file validation statuses.

Once the file is checked for its format, you can either click "Cancel" to cancel the file upload and be redirected back to Batch Manager where the file status displays "Cancelled" in the Batch list.

Reference	File name	Upload Date	Status/Progress	Action
99400	FIL20140216205823	28/08/2017	cancelled	
Total operations: 2		Uploaded by: vpe		
Transaction code: ATR		NCMODE: MFU		
Amount: 2.00 EUR		Upload date: 2017-08-28 14:48:48		

If you click "Back", you will go back to Batch Manager. If you click "Continue", the file begins processing. If you click "Back", you can see the result of the format check on the Batch Manager page. Click  icon for more information.

Header Row

Item	Description
Reference	A reference number assigned by the platform
File name	The name of the file submitted by the merchant
Upload date	The date of the file upload
Status/Progress	The status of the format check.
Action	The action you can perform based on the statuses

File Summary

Item	Description
Total operation	The total number of lines in the Alias file
Transaction code	The number of lines that are invalid and will not be processed
Correct operations	The number of lines that are valid and that can be processed
Uploaded by	The person who uploaded the Alias file
NCMODE	The submission mode: Automatic File Upload (AFU) or Manual File Upload (MFU)
Upload date	Timestamp of the file upload

When you encounter validation errors, you can respond in two possible ways:

- You can generate and submit a new file afterwards, containing these 'red' transactions, ensuring you have resolved the listed issue for

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each transaction.

- You can click the "Cancel" button to cancel the file. You are then able to resolve the errors in the transactions and resubmit the file. If you resolve all the issues, the format check will then be successful and you can continue the processing.

4.3 Process file

After the format check is done, click "Continue" to begin the file processing. An email is sent to notify you of the result when the files are successfully processed.

Click "Continue" after the files are processed. You will be redirected back to the Batch Manager to view the result of the processing.

Transaction File Upload

Step 3: Upload results

End of processing...

Finished: 2/2 (100%) Total time: 0s

The processing of your file is underway. You can follow the whole process. A timeout (due to your browser's configuration) may occur if your file contains a large number of payments. Please do not send the same file again, otherwise your payments will be processed twice.

Rejected transactions, if any:

Total	Cur	Card type	Card no.	Exp. date	Ref.	Description	Owner	Pay ID	CP	AC	AM	AD (GMT+01:00)
Number of transactions: 2 - Accepted transactions: 2 The processed transactions have the references: 3004012180,3004012181												
Total amount:												
2 EUR												
The transaction file will receive the following reference: 993815.FL20140216205823												

[CONTINUE](#)

UserID: vpe@ingenico.com Last login (GMT+01:00): 2017-08-28 06:51:32 - ADDRESS: Profile: Admin IT (Alloys) | IP: 192.168.1.100 | Device: Mozilla/5.0 (Windows; U; MSIE 9.0; en-US; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110 Safari/537.36

Details

For a detailed view of the processed transactions, click "Details" and you are redirected to the "Financial history" page.

Financial history

Financial: New file #FL20140216205823 from 28/8/2017

Pay ID	Merch ref	Orders	Status	Authorisation	Payments	Total	Name	Method
3004012180	ORD2013012704243	2017-09-28 07:12:49	S-Authorised	testoff	2017-09-28	1.00 EUR	Deftesse Berott	VISA
3004012181	ORD20140216205823	2017-09-28 07:13:00	S-Authorised	testoff	2017-09-28	1.00 EUR	Deftesse Berott	VISA
Total						2.00 EUR		


1 - 2 / 2

[END](#) [NEW SEARCH](#)

More options button

The "..." (More options button) lets you do the following:


- Download: Download a report on the processed file. Click on the icon and "Download" to download the file.
- Delete: Delete the Other file.

To learn more about the result of the processed file, click the  icon and an expanded list and table displays. The following describes the parts of this expanded list and table:

Header Row

Item	Description
Reference	A reference number assigned by the platform

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File name	The name of the file that is processed
Upload date	The date of the file upload
Status/Progress	Displays "Processed" when the file is processed
Action	<ul style="list-style-type: none">• Details: Directs to "Financial history" page• ... (More options): Download report of the processed file. Delete the invalid file.•  (Expand icon): Displays a summary of the processed file.

File Summary

Item	Description
Total operation	The number of total operations processed
Transaction code	The code of the transactions done
Amount	The amount (in a specific currency) that is processed
Uploaded by	The person who uploaded the Alias file
NCMODE	The submission mode: Automatic File Upload (AFU) or Manual File Upload (MFU)
Upload date	Timestamp of the file upload

Status Details

(Extracted from "Financial history" page)

Item	Description
Status	Status of the transaction
Card type	The card used in the transaction
Number of transactions	Number of transactions performed with that card type
Amount	The total amount from the transactions performed with the type of currency

Error description

Item	Description
Error description	Describes the error
Pay ID	Details the location of the error via the PAY ID in the file

Operation Details

A list of operation code names and the number of line with the operation(s).

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5. File download

You can manually download a payment file (transaction results) by taking the following steps:

1. Click the "Electronic Reporting" link in your back-office menu.
2. Select your preferred file structure and file format.
3. Enter the search criteria for the transaction results you want to download via the "View transactions" or "Financial History" link in your back-office menu or select the transaction file you want to download via the "View files" link in your back office.
4. Click the "Download List" button.

You can also download your payment files automatically (through an application) instead of manually via the back office. For more information, go to [Advanced Batch](#).

5.1 Electronic reporting

In the Electronic reporting page, you can specify the format and structure you want to use for electronic reports such as file downloads. When push-reports are activated in your account, the electronic reporting link will provide access to a list of your push-reports.

Specific fields will be returned in your file download, depending on the file structure.

A choice of different file structures is available:

- Standard
- Extended
- File Management
- Dynamic

You can also choose between different return formats:

- XML
- Fixed-Length
- Delimited

For the full description of the download structures, go to the "Description of the downloaded payment files" page in the Support section of your Ingenico ePayments account. You can also find more information on the various file formats in the [Advanced Batch](#) documentation.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	22488289/0	Order0001	2/7/2013	9	Payment requested	testoff	2/7/2013		Jenny Tester		100,00	EUR	CreditCard	VISA	XXXXXXXXXXXX1111	
2	22488290/0	Order0002	2/7/2013	9	Payment requested	testoff	2/7/2013		Paul McCardno		95,00	GBP	CreditCard	MasterCard	XXXXXXXXXXXX9999	
3	22488291/0	Order0003	2/7/2013	2	Authorisation declined		2/7/2013		Richard Starkey		20,50	EUR	CreditCard	VISA	XXXXXXXXXXXX1111	
4	22488292/0	Order0004	2/7/2013	9	Payment requested	testoff	2/7/2013		John Lemon		100,00	GBP	CreditCard	VISA	XXXXXXXXXXXX1111	
5	22488293/0	Order0005	2/7/2013	9	Payment requested	testoff	2/7/2013		Linda Eastman		95,00	EUR	CreditCard	MasterCard	XXXXXXXXXXXX9999	
6	22488294/0	Order0006	2/7/2013	2	Authorisation declined		2/7/2013		George Horizon		20,50	USD	CreditCard	VISA	XXXXXXXXXXXX1111	
7	22488295/0	Order0007	2/7/2013	9	Payment requested	testoff	2/7/2013		Yo Konono		100,00	EUR	CreditCard	VISA	XXXXXXXXXXXX1111	
8	22488296/0	Order0008	2/7/2013	9	Payment requested	testoff	2/7/2013		Lucy Diamonds		95,00	USD	CreditCard	MasterCard	XXXXXXXXXXXX9999	

Tips:

- To receive an MS Excel result file, we recommend that you use the "Dynamic" structure, "Delimited" (;) file format with .csv extension.
- For column headers in your result file, please tick the "With Column Headers" checkbox in the "Others" section of the Electronic reporting page.

6. File validation statuses

Other files

Status	Description
Uploaded	The file is received, but is not yet validated
To be checked	The file is pending for validation
Checked	The file is validated
Cancelled	The file is cancelled after the 'Check' step
To be loaded	The file is waiting to be loaded into our process module (only in ASYNC mode)
Being loaded	The file is loaded into our process module
Loaded	The file is loaded into our process module, but at least one of the payments have not yet been sent to the acquirers/banks
Processed	All the payments in the file are sent to the acquirers/banks

Alias files

Status	Description
Uploaded	The transaction file is uploaded and waiting to be processed
Valid	All lines in the transaction file are valid and should be processed within the 60-minute timeframe
Partially valid	At least one line in the transaction file is valid and invalid. The transaction file should be processed within the 60-minute timeframe.
Invalid	All lines in the transaction file are invalid
Expired	The 60-minute timeframe to process the transaction has expired.
Processing	The transaction file is being processed
Processed	The transaction file has been processed