



# CyberSource Business Center Batch Submission

**User's Guide**

**Simple Order API**

March 2008

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# Documentation Changes and Enhancements

The following table lists changes made in recent releases of this document:

<b>Month of Release</b>	<b>Changes</b>
March 2008	<ul style="list-style-type: none"><li>• Initial release.</li></ul>



## Chapter 1

# Creating and Uploading Batch Files

This chapter explains how to use the Business Center to send to CyberSource a single file that contains a set (or batch) of order requests instead of sending individual transactions. You can download a template for each of the types of transactions that you can submit in a batch file:

### Card Transactions:

- Authorizations
- Sales
- Captures
- Credits

### Check Transactions:

- Electronic Check Debits
- Electronic Check Credits

### Subscriptions:

- Create Subscriptions
- Update Subscriptions
- Cancel Subscriptions

1 Download a template for a batch transaction file:

a Go to **Tools & Settings > Batch Transactions > Templates**.

## Transaction Batch Templates

[I need help with this page.](#)

Use this page to download the templates for the types of transaction batches that you want to send with CyberSource. Each template is a spreadsheet that lists the fields that you can include in your batch files.

### Transaction Batch Templates

Template

b Select a template from the list of templates.

c Click **Download**.

d Enter the destination for the template.

---

## 2 Create a batch transaction file:

- a Make a copy of the template you downloaded.
- b Open the copy, which is in CSV format. CyberSource recommends that you use Excel or a similar program. If you use Excel, you must *import* the file. If you *open* the file, Excel will not handle the CSV formatting correctly.
- c Enter a batchID in the file header. This value is a file (batch) identifier that you assign. The batchID must be unique. Format: alphanumeric with a maximum of 8 characters.
- d Load your transaction data into the file starting in row 4.

The information that you provide for each request in the batch file is the same information that you would provide for an individual service request. The template specifies the required and optional fields for the batch file's transaction type. For a description of each field, see the template descriptions at:

[http://apps.cybersource.com/library/documentation/sbc/SB\\_Batch\\_Submission\\_UG/Batched\\_Template\\_Guides.pdf](http://apps.cybersource.com/library/documentation/sbc/SB_Batch_Submission_UG/Batched_Template_Guides.pdf)

---

**Note** You need to page through the template descriptions to find the appropriate guide for your transaction type.

---

To enter the data:

- You can enter the data manually.
- You can copy and paste the data.
- You can write a program to load the data into the template.

---

**Note** Files that include non-ISO-8859-1 characters (letters with accents such as umlauts or tildes) will be processed, but the characters will appear as question marks when the transaction details are viewed in the Business Center and in the reports.

---

- e Count the number of records in the file and enter this value for the recordCount in the file header.

---

**Note** The system will set the trailer record as well as additional fields in the file header.

---

- f Save the file.

### 3 Upload the batch transaction file:

- a** Go to **Tools & Settings > Batch Transactions > Upload**.

## Transaction Batch Upload

[I need help with this page.](#)

Use this page to send to CyberSource transaction batch files instead of individual transactions. Before uploading your files, make sure that they follow the format described in the transaction batch templates.

### Transaction Batch Upload

Reference Notes for Batch

Email Address for Status

File Name

### Transaction Batch Upload Status

Batch ID	Uploaded	Transactions	Status
0003	Jun 08 2007 10:47:01 AM	0	Validating
0099	Jun 04 2007 02:55:29 PM	0	Rejected
0100	Jun 01 2007 04:28:26 PM	5	Completed

You can enter reference notes for the batch and an email address for receiving status messages. These values are optional.

- b** Click **Browse** and navigate to the batch transaction file.
- c** Click **Submit**.

---

**Note** You can submit multiple batch files by repeating Steps **b** through **d** for each batch file.

---

CyberSource reads the file, verifies that it conforms to the template, and sends you an email indicating whether the file passed the verification test.

- 
- 4 Optional: You can view the batch transaction file's status in the grid on the **Upload** page.

---

**Note** Batches are posted to the status grid ordered by batch ID. They will be displayed for two to four weeks after processing is completed, then cleared from the grid. After processing is completed, the information will be available in the Batch Files Detail Report and Batch Files Daily Summary Report as described in [Step 6](#).

---

**Table 1** Status Values

Status	Description
<b>Validating</b>	<p>After the file is uploaded, the system displays <b>Validating</b> in the status grid. CyberSource will usually update the status in the grid and send a batch status alert within 30 minutes of receiving the file. However, actual timing depends on the system load and the number of files ahead of yours.</p> <p>CyberSource will not process any of the requests in the file if there is any type of syntax error. If multiple records in the file have errors, CyberSource will send only one email with the line number of the first failed record. Typical errors are:</p> <ul style="list-style-type: none"><li>• The recordCount you specified in the file header does not match the number of data records in the file.</li><li>• A data record in the file does not have the correct number of fields as specified in the data header. The batch status alert will indicate the line number of the problem data record.</li></ul>
<b>Rejected</b>	<p>If the validation fails, the system displays <b>Rejected</b> in the status grid. To handle a failed validation, follow the suggested remedy in the batch status alert. If you need to resend the file, use the same batchID that you used for the original file unless otherwise instructed in the batch status alert.</p>
<b>Processing</b>	<p>If the validation succeeds, the system displays <b>Processing</b> in the status grid and CyberSource begins processing the transactions. The transaction processing time depends on the time of day and the size of your file. You need to submit the batch file early enough in the day to allow plenty of time for validation and processing before your batch cutoff time.</p>
<b>Completed</b>	<p>When the processing has been completed, the system displays <b>Completed</b> in the status grid and the date in the <b>Uploaded</b> column becomes a link to a Batch Files Daily Summary report, which is described in Chapter 2, "<a href="#">Batch Reports</a>," on page 7.</p>

- 5 Receive the batch status alerts.
- The system sends you an email when batch file validation succeeds or fails and when batch file processing is complete.

**6** View the reports and response files:

- After all the requests in a batch file are processed, CyberSource creates two batch reports:

**Batch Files Daily Summary Report** shows a summary of the batched transactions.

**Batch Files Detail Report** (CSV and XM formats) shows details of the batched transactions.

See Chapter 2, "[Batch Reports](#)," on page 7.

- The **Capture Detail Report** shows all the transactions that were submitted to your processor for settlement. You can download the report daily. If the batch transaction file has an error, the file is not processed and so the file's requests do not appear in the report. See the [Business Center Reporting User's Guide](#).
- After CyberSource processes all of the requests in the batch file, CyberSource creates two types of CSV response files that you can use to determine the results of the requests:

The *full file* includes the results for all of the requests in the batch file.

The file name is <merchantID>.<batchID>.<date your file was received>.reply.all. For example:

infodev.12345.20070612.reply.all

The *exception file* includes results for the requests that the Decision Manager did not accept. The file name is <merchantID>.<batchID>.

<date your file was received>.reply.rejected. For example:

infodev.12345.20070612.reply.rejected

The response files are available in the Reports area of the [Business Center](#). You can download them the same that you download CyberSource reports. The format for both of these files includes:

A file header followed by a blank line

One or more data records, each on a separate line



## Chapter 2

# Batch Reports

This chapter describes the following reports:

[Batch Files Daily Summary Report](#)  
[Batch Files Detail Report](#)

## Batch Files Daily Summary Report

The Batch Files Daily Summary Report is a daily report that summarizes batch transactions as shown in [Figure 1](#) on page 8:

- The report consists of a main section (1) for each batch file. The heading for each batch file displays the batch file ID and the total number of transactions in the batch file.
- For each batch file, the report is divided into sections for each processor (2) included in the batch file. The heading for each processor displays the name of the processor and the total number of transactions that were performed for the processor.
- For each processor, the report shows the types of transactions (3) that were performed, such as credits and debits. The heading for each type of transaction displays the total number of transactions for that type of transaction.
- For each type of transaction, the report shows the totals for each different payment status (4), such as ERROR, PENDING, or TRANSMITTED. The line for each payment status displays the total number of transactions with that payment status, the total amount for all the transactions with that payment status, and the currency used for the transactions with that payment status.

Figure 1 Batch Files Daily Summary Report

Batch Files Daily Summary Report  
 struong\_acct  
 September 21, 2006

<b>Batch ID</b>	<b>123123</b>	<b>Total Count</b>	<b>104</b>	← 1
<b>Processor</b>	<b>paymenttech</b>	<b>Total Count</b>	<b>70</b>	← 2
<b>Debits</b>		<b>Total Count</b>	<b>70</b>	← 3
<b>Transaction Count</b>	<b>Payment Status</b>	<b>Amount</b>	<b>Currency</b>	
1	ERROR	50.00	USD	← 4
67	PENDING	8,976.37	USD	
2	TRANSMITTED	100.00	USD	
<b>Processor</b>	<b>vital</b>	<b>Total Count</b>	<b>34</b>	
<b>Debits</b>		<b>Total Count</b>	<b>31</b>	
<b>Transaction Count</b>	<b>Payment Status</b>	<b>Amount</b>	<b>Currency</b>	
4	ERROR	250.00	USD	
18	PENDING	1,500.00	USD	
9	TRANSMITTED	1,874.96	USD	
<b>Credits</b>		<b>Total Count</b>	<b>3</b>	
<b>Transaction Count</b>	<b>Payment Status</b>	<b>Amount</b>	<b>Currency</b>	
3	TRANSMITTED	100.00	USD	
<b>Batch ID</b>	<b>123678</b>	<b>Total Count</b>	<b>13</b>	
<b>Processor</b>	<b>paymenttech</b>	<b>Total Count</b>	<b>13</b>	
<b>Debits</b>		<b>Total Count</b>	<b>13</b>	
<b>Transaction Count</b>	<b>Payment Status</b>	<b>Amount</b>	<b>Currency</b>	
2	ERROR	50.00	USD	
9	PENDING	1,432.98	USD	
2	TRANSMITTED	100.00	USD	

To obtain the Batch Files Daily Summary Report:

- 1 Log in to the Business Center.
  - 2 In the navigation pane, click **Reports > Report Search**.
  - 3 In the **Report** pull-down menu, select **Batch Files Daily Summary Report**.
  - 4 Select a start date and click **Submit**.
  - 5 On the Report Search Results page, click the link to view the report.
- You can download the report in PDF and CSV formats. Links for these downloads are in the upper right corner of the Report View area.

## Batch Files Detail Report

This daily downloadable report shows the batches that were processed the previous day. The report is available in CSV and XML formats in the TEST and LIVE modes of the Business Center. After you have generated a report, you have access to it for one year. See the [Business Center Reporting User's Guide](#) for general information about the following topics:

- Downloading CyberSource reports
- XML conventions
- CSV conventions

## CSV Report Format

The CSV report format for the Batch Files Detail Report consists of the following records:

- [First Header Record](#)
- [Second Header Record](#)
- [Transaction Record](#)

This section about the CSV report format also includes a sample report:

- [Sample CSV Report](#)

### First Header Record

The first header record describes the name and version of the report and indicates which dates are included in the report.

#### Example First Header Record

```
Batch Files Detail Report,1,2006-09-29 to 2006-09-30,,,,,,,,
```

**Table 2** Fields in the First Header Record

Position	Field Name	Description	Data Type & Length
1 (A)	<b>report_name</b>	Name of the report. This field always contains the text <code>Batch Files Detail Report</code> .	Alphanumeric (100)
2 (B)	<b>version_number</b>	Version number of the report. The current version number is 1.	Numeric (10)
3 (C)	<b>date_range</b>	Dates included in the report in the format <code>YYYY-MM-DD to YYYY-MM-DD</code> . The first date is the start date; the second date is the end date.	Alphanumeric (100)

## Second Header Record

The second header record indicates the name of each field in the report. The fields in the second header record follow these rules:

- The content of each field is the same as the field name.
- The data type and length of each field is alphanumeric (100).

### Example Second Header Record

```
merchant_id,txn_batch_id,payment_processor,request_id,trans_ref_no,mercha
nt_ref_number,ics_rflag,amount,currency,action
```

## Transaction Record

Each transaction record contains information about a CyberSource payment transaction.

### Example Transaction Record

```
pcpawshop,127788,vital,9979040000003515181891,7242635150,1158078228539,
SOK,25.00,USD,PENDING
```

**Table 3** Fields in the Transaction Record

Position	Field Name	Description	Data Type & Length
1	<b>merchant_id</b>	CyberSource merchant ID used for the transaction.	Alphanumeric (30)
2	<b>txn_batch_id</b>	CyberSource batch file in which the transactions were sent.	Numeric (39)
3	<b>payment_processor</b>	Name of a payment processor.	Alphanumeric (30)
4	<b>request_id</b>	Identifier for the transaction.	Numeric (26)
5	<b>trans_ref_no</b>	Reference number that you use to reconcile your CyberSource reports with your processor reports. This field corresponds to the <b>&lt;service&gt;_reconciliationID</b> (Simple Order API) and to the <b>&lt;service&gt;_trans_ref_no</b> (SCMP API) reply fields.	Alphanumeric (60)
6	<b>merchant_ref_number</b>	Merchant-generated order reference or tracking number.	Alphanumeric (50)
7	<b>ics_rflag</b>	One-word description of the result of the transaction request.	Alphanumeric (50)
8	<b>amount</b>	Amount of the transaction.	Amount (19)

**Table 3** Fields in the Transaction Record (Continued)

Position	Field Name	Description	Data Type & Length
9	<b>currency</b>	<a href="#">ISO currency code</a> used for the transaction.	Alphanumeric (5)
10	<b>action</b>	One-word description of the current status of the transaction. Possible values: <ul style="list-style-type: none"> <li>• BATCH_ERROR</li> <li>• BATCH_RESET</li> <li>• BATCHED</li> <li>• CANCELED_REVERS</li> <li>• CANCELLED</li> <li>• DENIED</li> <li>• FAILED</li> <li>• PENDING</li> <li>• REFUNDED</li> <li>• REVERSED</li> <li>• TRXN_ERROR</li> <li>• VOIDED</li> </ul>	Alphanumeric (50)

### Sample CSV Report

The following example shows a report that contains two batch files. The first batch file contains three requests and the second batch file contains one request.

```
Batch Files Detail Report,1,2006-09-29 to 2006-09-30,,,,,,
merchant_id,txn_batch_id,payment_processor,request_id,trans_ref_no,
merchant_ref_number,ics_rflag,amount,currency,action
pcpawshop,127788,vital,1595558344253232243215,7242635150,1158078228539,
SOK,25.00,USD,PENDING
pcpawshop,127788,vital,1595558354743232243215,7242636613,1158078892610,
SOK,100.00,USD,PENDING
pcpawshop,127788,vital,1595558364563232243215,7242637653,1158079157035,
SOK,99.00,USD,VOIDED
pcpawshop,123987,smartfdc,1595564779663232243215,7243278653,
1159429157035,SOK,4.00,USD,PENDING
```

## XML Report Format

The XML report format for the Batch Files Detail Report consists of the following elements:

[<Report>](#)  
[<BatchFiles>](#)  
[<BatchFile>](#)  
[<PaymentProcessor>](#)  
[<Request>](#)

After the descriptions of the elements, this section also describes the DTD and includes a sample report:

[XML Report DTD](#)  
[Sample XML Report](#)

### <Report>

The <Report> element is the root element of the report.

#### Syntax

```

<Report Name=CDATA
  Version=NMTOKEN
  xmlns=CDATA
  MerchantID=CDATA
  ReportStartDate=CDATA
  ReportEndDate=CDATA>
  (BatchFiles)
</Report>

```

**Table 4** Attributes of <Report>

Attribute Name	Description	Data Type & Length
Name	Name of the report. This element always contains the text <code>Batch Files Detail Report</code> .	Alphanumeric (100)
Version	Version number of the report. The current version number is 1.0.	Numeric (10)
xmlns	XML namespace for the report. The namespace for the current version is <code>http://reports.cybersource.com/reports/bfdr/1.0</code> .	Alphanumeric (100)
MerchantID	CyberSource merchant ID used for the transactions in the report.	Alphanumeric (30)

**Table 4** Attributes of <Report>

Attribute Name	Description	Data Type & Length
ReportStartDate	First date included in the report.	DateTime (25)
ReportEndDate	Last date included in the report.	DateTime (25)

**Table 5** Child Elements of <Report>

Element Name	Description
<BatchFiles>	Batch files that are included in the report. See " <a href="#">&lt;BatchFiles&gt;</a> " on page 13 for a list of child elements.

**Example** <Report> Element

```
<Report Name="Batch Files Detail Report"
  Version="1.0"
  xmlns="http://reports.cybersource.com/reports/bfdr/1.0"
  MerchantID="pcpawshop"
  ReportStartDate="2006-09-29T05:00:00-05:00"
  ReportEndDate="2006-09-30T05:00:00-05:00">
  <BatchFiles>
    ...
  </BatchFiles>
</Report>
```

**<BatchFiles>**

The <BatchFiles> element contains all of the batch files that are included in the report.

**Syntax**

```
<BatchFiles>
  (BatchFile)*
</BatchFiles>
```

**Table 6** Child Elements of <BatchFiles>

Element Name	Description
<BatchFile>	Payment processors for the transactions in the batch file. See " <a href="#">&lt;BatchFile&gt;</a> " on page 14 for a list of attributes and child elements.

**Example** <BatchFiles> Element

```
<BatchFiles>
  <BatchFile BatchFileID="123">
    ...
  </BatchFile>
</BatchFiles>
```

**<BatchFile>**

The <BatchFile> element contains the payment processors for the transactions in the batch file.

**Syntax**

```
<BatchFile BatchFileID=CDATA>
  ( PaymentProcessor ) *
</BatchFile>
```

**Table 7** Attributes of <BatchFile>

Attribute Name	Description	Data Type & Length
BatchFileID	CyberSource batch file in which the transactions were sent.	Numeric (39)

**Table 8** Child Elements of <BatchFile>

Element Name	Description
<PaymentProcessor>	Requests associated with the payment processor. See " <a href="#">&lt;PaymentProcessor&gt;</a> " on page 15 for a list of attributes and child elements.

**Example** <BatchFile> Element

```
<BatchFile BatchFileID="10101">
  <PaymentProcessor PaymentProcessorName="vital">
    ...
  </PaymentProcessor>
</BatchFile>
```

## <PaymentProcessor>

The <PaymentProcessor> element contains the requests associated with a payment processor.

### Syntax

```
<PaymentProcessor PaymentProcessorName=CDATA>
  ( Request ) *
</PaymentProcessor>
```

**Table 9** Attributes of <PaymentProcessor>

Attribute Name	Description	Data Type & Length
PaymentProcessorName	Name of a payment processor.	Alphanumeric (30)

**Table 10** Child Elements of <PaymentProcessor>

Element Name	Description
<Request>	Information about a payment transaction. See " <a href="#">&lt;Request&gt;</a> " on page 15 for a list of attributes.

### Example <PaymentProcessor> Element

```
<PaymentProcessor PaymentProcessorName="vital">
  <Request>
    ...
  </Request>
</PaymentProcessor>
```

## <Request>

The <Request> element contains information about a payment transaction.

### Syntax

```
<Request RequestID=CDATA>
  ( TransactionReferenceNumber )
  ( MerchantReferenceNumber )
  ( TransactionStatus )
  ( Amount )
  ( CurrencyCode )
  ( PaymentStatus )
</Request>
```

Table 11 Attributes of &lt;Request&gt;

Attribute Name	Description	Data Type & Length
RequestID	Unique identifier generated by CyberSource for the transaction.	Numeric (26)

Table 12 Child Elements of &lt;Request&gt;

Element Name	Description	Data Type & Length
Transaction Reference Number	Reference number that you use to reconcile your CyberSource reports with your processor reports. This field corresponds to the <b>&lt;service&gt;_reconciliationID</b> (Simple Order API) and to the <b>&lt;service&gt;_trans_ref_no</b> (SCMP API) reply fields.	Alphanumeric (60)
Merchant Reference Number	Merchant-generated order reference or tracking number.	Alphanumeric (50)
Transaction Status	One-word description of the result of the transaction request.	Alphanumeric (50)
Amount	Amount of the transaction.	Amount (19)
CurrencyCode	<a href="#">ISO currency code</a> used for the transaction.	Alphanumeric (5)

**Table 12** Child Elements of <Request>

Element Name	Description	Data Type & Length
PaymentStatus	<p>One-word description of the current status of the transaction. Possible values:</p> <ul style="list-style-type: none"> <li>• BATCH_ERROR</li> <li>• BATCH_RESET</li> <li>• BATCHED</li> <li>• CANCELED_REVERS</li> <li>• CANCELLED</li> <li>• DENIED</li> <li>• FAILED</li> <li>• PENDING</li> <li>• REFUNDED</li> <li>• REVERSED</li> <li>• TRXN_ERROR</li> <li>• VOIDED</li> </ul>	Alphanumeric (50)

**Example** <Request> Element

```
<Request RequestID="1580782287420174065733">
  <TransactionReferenceNumber>5533830406</TransactionReferenceNumber>
  <MerchantReferenceNumber>1158078228539</MerchantReferenceNumber>
  <TransactionStatus>SOK</TransactionStatus>
  <Amount>25.00</Amount>
  <CurrencyCode>USD</CurrencyCode>
  <PaymentStatus>PENDING</PaymentStatus>
</Request>
```

## XML Report DTD

```
<!ELEMENT Report (BatchFiles)>
<!ATTLIST Report Name CDATA #REQUIRED
                Version NMTOKEN #REQUIRED
                xmlns CDATA #REQUIRED
                MerchantID CDATA #REQUIRED
                ReportStartDate CDATA #REQUIRED
                ReportEndDate CDATA #REQUIRED>
<!ELEMENT BatchFiles (BatchFile)*>
<!ELEMENT BatchFile (PaymentProcessor)*>
<!ATTLIST BatchFile BatchFileID CDATA #REQUIRED>
<!ELEMENT PaymentProcessor (Request)*>
<!ATTLIST PaymentProcessor PaymentProcessorName CDATA #REQUIRED>
<!ELEMENT Request (TransactionReferenceNumber, MerchantReferenceNumber,
                  TransactionStatus, Amount, CurrencyCode, PaymentStatus)>
<!ATTLIST Request RequestID CDATA #REQUIRED>
<!ELEMENT TransactionReferenceNumber (#PCDATA)>
<!ELEMENT MerchantReferenceNumber (#PCDATA)>
<!ELEMENT TransactionStatus (#PCDATA)>
<!ELEMENT Amount (#PCDATA)>
<!ELEMENT CurrencyCode (#PCDATA)>
<!ELEMENT PaymentStatus (#PCDATA)>
```

## Sample XML Report

The following example shows a report that contains two batch files. The first batch file contains three requests and the second batch file contains one request.

```
<?xml version="1.0" encoding="utf-8"?>
<!DOCTYPE Report SYSTEM "https://ebctest.cybersource.com/ebctest/reports/dtd/bfdr.dtd">
<Report Name="Batch Files Detail Report"
  Version="1.0"
  xmlns="https://ebctest.cybersource.com/ebctest/reports/dtd/bfdr.dtd"
  MerchantID="pcpawshop"
  ReportStartDate="2006-09-29T05:00:00-05:00"
  ReportEndDate="2006-09-30T05:00:00-05:00">
  <BatchFiles>
    <BatchFile BatchFileID="127788">
      <PaymentProcessor PaymentProcessorName="vital">
        <Request RequestID="1595558344253232243215">
          <TransactionReferenceNumber>7242635150</TransactionReferenceNumber>
          <MerchantReferenceNumber>1158078228539</MerchantReferenceNumber>
          <TransactionStatus>SOK</TransactionStatus>
          <Amount>25.00</Amount>
          <CurrencyCode>USD</CurrencyCode>
          <PaymentStatus>PENDING</PaymentStatus>
        </Request>
        <Request RequestID="1595558354743232243215">
          <TransactionReferenceNumber>7242636613</TransactionReferenceNumber>
          <MerchantReferenceNumber>1158078892610</MerchantReferenceNumber>
          <TransactionStatus>SOK</TransactionStatus>
          <Amount>100.00</Amount>
          <CurrencyCode>USD</CurrencyCode>
          <PaymentStatus>PENDING</PaymentStatus>
        </Request>
        <Request RequestID="1595558364563232243215">
          <TransactionReferenceNumber>7242637653</TransactionReferenceNumber>
          <MerchantReferenceNumber>1158079157035</MerchantReferenceNumber>
          <TransactionStatus>SOK</TransactionStatus>
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        </Request>
      </PaymentProcessor>
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    </TransactionReferenceNumber>
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    </MerchantReferenceNumber>
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  </PaymentProcessor>
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</Report>
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