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Contents

Recent Revisions to This Document

About This Guide
   Audience and Purpose
   Text and Command Conventions
   Related Documents
   Customer Support

Chapter 1 Gift Card Processing
   Supported Processors
   Activating a Gift Card
   Obtaining a Gift Card Balance
   Redeeming a Gift Card
   Reversing a Gift Card Transaction
   Voiding a Gift Card Transaction

Appendix A API Fields
   Data Type Definitions
   Request-Level Fields
   Reply Fields

Appendix B Examples
   FDC Nashville Global Examples
   ValueLink Examples
## Recent Revisions to This Document

<table>
<thead>
<tr>
<th>Release</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 2019</td>
<td>Updated the description for the <code>gift_card_group_id</code> field in &quot;Request-Level Fields,&quot; page 13.</td>
</tr>
<tr>
<td>September 2019</td>
<td>Fixed the broken links to <code>Reply Flags</code>.</td>
</tr>
<tr>
<td>August 2019</td>
<td>Moved reply flags for the SCMP API to <code>Reply Flags</code>.</td>
</tr>
<tr>
<td></td>
<td>ValueLink: added examples for the following services. See &quot;ValueLink Examples,&quot; page 28.</td>
</tr>
<tr>
<td></td>
<td>■ Redemption</td>
</tr>
<tr>
<td></td>
<td>■ Reversal</td>
</tr>
<tr>
<td></td>
<td>■ Void</td>
</tr>
<tr>
<td>May 2019</td>
<td>All processors: updated reply flags. See <code>Reply Flags</code>.</td>
</tr>
<tr>
<td></td>
<td>Added new processor ValueLink.</td>
</tr>
<tr>
<td></td>
<td>ValueLink: added the following new services. See &quot;Gift Card Processing,&quot; page 7.</td>
</tr>
<tr>
<td></td>
<td>■ Redemption</td>
</tr>
<tr>
<td></td>
<td>■ Reversal</td>
</tr>
<tr>
<td></td>
<td>■ Void</td>
</tr>
</tbody>
</table>
About This Guide

Audience and Purpose

This guide is written for application developers who want to use the CyberSource SCMP API to integrate gift card management into their payment acceptance system.

Implementing the CyberSource gift card services requires software development skills. You must write code that uses the API request and reply fields to integrate the gift card services into your existing payment acceptance system.

Text and Command Conventions

**Convention** | **Usage**
--- | ---
**bold** | Field and service names in text; for example:
Include the **ics_applications** field.

Items that you are instructed to act upon; for example:
Click **Save**.

**italic** | Filenames and pathnames. For example:
Add the filter definition and mapping to your **web.xml** file.

Placeholder variables for which you supply particular values.

**screen text** | XML elements.

Code examples and samples.

Text that you enter in an API environment; for example:
Set the **giftCardActivationService_run** field to **true**.
Related Documents

- *Getting Started with CyberSource Advanced for the SCMP API* describes how to get started using the SCMP API. (PDF | HTML)

- The *Classic Reporting Developer Guide* describes how to download reports. (PDF | HTML)

- The *CyberSource API Versions page* provides information about the CyberSource API versions.

Refer to the Support Center for complete CyberSource technical documentation:

http://www.cybersource.com/support_center/support_documentation

Customer Support

For support information about any CyberSource service, visit the Support Center:

http://www.cybersource.com/support
The CyberSource gift card services are supported in a card-present environment. These services enable you to manage the balances for a gift card after it is purchased.

**Table 1  Gift Card Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation</td>
<td>Activates a gift card.</td>
</tr>
<tr>
<td>Balance Inquiry</td>
<td>Checks the balance of a gift card.</td>
</tr>
<tr>
<td>Redemption</td>
<td>Redeems a gift card. Types of redemptions:</td>
</tr>
<tr>
<td></td>
<td>■ REDEMPTION: redeems the gift card for the full amount of the purchase. When the card has insufficient funds, the transaction is declined.</td>
</tr>
<tr>
<td></td>
<td>■ REDEMPTION_PARTIAL_ALLOWED: redeems the gift card for the full amount. When the card has insufficient funds, the transaction is approved for a partial redemption and prompts the terminal to process a split tender transaction.</td>
</tr>
<tr>
<td></td>
<td>■ CASHOUT: redeems the remaining funds on the gift card for cash, brings the balance to zero, and closes the account. This option is available when the gift card balance is below a preset minimum.</td>
</tr>
<tr>
<td>Reversal</td>
<td>Reverses a timed-out activation, redemption, voided activation, or voided redemption.</td>
</tr>
<tr>
<td>Void</td>
<td>Voids an activation or redemption.</td>
</tr>
</tbody>
</table>

**Supported Processors**

**Table 2  Processors, Card Type, and Services**

<table>
<thead>
<tr>
<th>Processor</th>
<th>Card Type</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>FDC Nashville Global</td>
<td>Visa</td>
<td>■ Activation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>■ Balance inquiry</td>
</tr>
<tr>
<td>ValueLink</td>
<td>ValueLink</td>
<td>All gift card services.</td>
</tr>
</tbody>
</table>
### Activating a Gift Card

To create a gift card activation request:

**Step 1** Do not include any other services in the request.

**Step 2** Include the required fields in the request:

- card_type
- currency
- customer_cc_number or track_data
- e_commerce_indicator—set to internet.
- grand_total_amount—required only for non-denominated cards.
- ics_applications—set to ics_gift_card_activation.
- merchant_id
- merchant_ref_number
- merchant_transaction_identifier—required only on ValueLink.

See Appendix A, "API Fields," on page 12 for:

- Detailed descriptions of these required request fields
- Optional request fields
- Reply fields

### Obtaining a Gift Card Balance

To create a gift card balance inquiry request:

**Step 1** Do not include any other services in the request.

**Step 2** Include the required fields in the request:

- card_type
- customer_cc_number or track_data
- e_commerce_indicator—set to internet.
- gift_card_balance_currency
- ics_applications—set to ics_gift_card_balance_inquiry.
- merchant_id
- merchant_ref_number
### Redeeming a Gift Card

To create a gift card redemption request:

**Step 1** Do not include any other services in the request.

**Step 2** Include the required fields in the request:

- `card_type`
- `currency`
- `customer_cc_number` or `track_data`
- `e_commerce_indicator`—set to `internet`.
- `gift_card_redemption_type`
- `grand_total_amount`—required when `gift_card_redemption_type` is `REDEMPTION` or `REDEMPTION_PARTIAL_ALLOWED`.
- `ics_applications`—set to `ics_gift_card_redemption`.
- `merchant_id`
- `merchant_ref_number`
- `merchant_transaction_identifier`
**Reversing a Gift Card Transaction**

Request the reversal service when a timeout occurs on an activation, redemption, or void.

**To create a gift card reversal request:**

**Step 1** Include the `merchant_transaction_identifier` field in your original transaction request for an activation, redemption, or void.

> The value of the merchant transaction ID must be unique for 60 days.

**Step 2** When you do not receive a reply message for your original transaction request, initiate a reversal request with the `merchant_transaction_identifier` used in your original transaction request.

Include the required fields in the request:

- `ics_applications`—set to `ics_gift_card_reversal`.
- `merchant_id`
- `merchant_ref_number`
- `merchant_transaction_identifier`

See Appendix A, "API Fields," on page 12 for:

- Detailed descriptions of these required request fields
- Optional request fields
- Reply fields

When the reversal is successful, you can retry the original transaction.

When the reversal fails, the original transaction probably never went through and you can retry the original transaction.

**Step 3** Retry the original transaction.
Chapter 1  Gift Card Processing

Voiding a Gift Card Transaction

To create a gift card void request:

**Step 1**  Do not include any other services in the request.

**Step 2**  Include the required fields in the request:

- gift_card_original_request_id
- ics_applications—set to ics_gift_card_void.
- merchant_id
- merchant_ref_number
- merchant_transaction_identifier

See Appendix A, "API Fields," on page 12 for:

- Detailed descriptions of these required request fields
- Optional request fields
- Reply fields
## API Fields

### Data Type Definitions

**Table 3**  Data Type Definitions

<table>
<thead>
<tr>
<th>Data Type</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date and time</td>
<td>Format is YYYY-MM-DDThhmmssZ, where:</td>
<td>2019-08-11T224757Z equals August 11, 2019, at 22:47:57 (10:47:57 p.m.)</td>
</tr>
<tr>
<td></td>
<td>T separates the date and the time</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Z indicates Coordinated Universal Time (UTC), also known as Greenwich Mean Time (GMT)</td>
<td></td>
</tr>
<tr>
<td>Decimal</td>
<td>Number that includes a decimal point</td>
<td>23.45, -0.1, 4.0, 90809.0468</td>
</tr>
<tr>
<td>Integer</td>
<td>Whole number {..., -3, -2, -1, 0, 1, 2, 3, ...}</td>
<td></td>
</tr>
<tr>
<td>Nonnegative integer</td>
<td>Whole number greater than or equal to zero {0, 1, 2, 3, ...}</td>
<td></td>
</tr>
<tr>
<td>Positive integer</td>
<td>Whole number greater than zero {1, 2, 3, ...}</td>
<td></td>
</tr>
<tr>
<td>String</td>
<td>Sequence of letters, numbers, spaces, and special characters</td>
<td></td>
</tr>
</tbody>
</table>
## Request-Level Fields

### Table 4 Request-Level Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Used By: Required (R) or Optional (O)</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>bill_zip</td>
<td>Postal code for the billing address. The postal code must consist of 5 to 9 digits. When the billing country is the U.S., the 9-digit postal code must follow this format: [5 digits][dash][4 digits]</td>
<td>Activation (O)</td>
<td>String (11)</td>
</tr>
<tr>
<td></td>
<td>Example 12345-6789</td>
<td>Balance Inquiry (O)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>When the billing country is Canada, the 6-digit postal code must follow this format: [alpha][numeric][alpha][space] [numeric][alpha][numeric]</td>
<td>Redemption (O)</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Example</strong> A1B 2C3</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>card_type</td>
<td>Card type associated with the gift card. Value:</td>
<td>Activation (R)</td>
<td>String (3)</td>
</tr>
<tr>
<td></td>
<td>001: Visa</td>
<td>Balance Inquiry (R)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>058: ValueLink</td>
<td>Redemption (R)</td>
<td></td>
</tr>
<tr>
<td>clerk_id</td>
<td>Your identifier for a clerk.</td>
<td>Activation (O)</td>
<td>String (8)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td>Balance Inquiry (O)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption (O)</td>
<td></td>
</tr>
<tr>
<td>currency</td>
<td>Currency for the card that is being activated. For possible values see ISO Standard Currency Codes.</td>
<td>Activation (R)</td>
<td>String (5)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption (R)</td>
<td></td>
</tr>
<tr>
<td>customer_account_id</td>
<td>Your identifier for the customer.</td>
<td>Activation (O)</td>
<td>String (16)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>customer_cc_number</td>
<td>Gift card account number.</td>
<td>Activation (R if track data is not included in the request)</td>
<td>Nonnegative integer (19)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Balance Inquiry (R if track data is not included in the request)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption (R if track data is not included in the request.)</td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td>Used By: Required (R) or Optional (O)</td>
<td>Data Type &amp; Length</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>---------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>e_commerce_indicator</td>
<td>Type of transaction. Possible values:</td>
<td>Activation (R)</td>
<td>String (20)</td>
</tr>
<tr>
<td></td>
<td>■ internet (default): E-commerce order placed using a web site.</td>
<td>Balance Inquiry (R)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ retail: Card-present transaction</td>
<td>Redemption (R)</td>
<td></td>
</tr>
<tr>
<td>gift_card_balance_currency</td>
<td>Your local currency. For possible values, see ISO Standard Currency Codes.</td>
<td>Balance Inquiry (R)</td>
<td>String(3)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gift_card_extended_account_number</td>
<td>The PIN on the back of the gift card. This field is supported only on ValueLink.</td>
<td>Redemption (O)</td>
<td>Integer (8)</td>
</tr>
<tr>
<td>gift_card_group_id</td>
<td>Value that you create that enables you to identify a group of transactions.</td>
<td>Activation (O)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td>Redemption (O)</td>
<td></td>
</tr>
<tr>
<td>gift_card_original_request_id</td>
<td>Request ID for the original transaction that you want to reverse or void.</td>
<td>Void (R)</td>
<td>Integer (25)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gift_card_redemption_type</td>
<td>Type of redemption.</td>
<td>Redemption (R)</td>
<td>String (26)</td>
</tr>
<tr>
<td></td>
<td>Possible values:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ CASHOUT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ REDEMPTION</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ REDEMPTION_PARTIAL_ALLOWED (default)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>For details on types of redemption, see Table 1, &quot;Gift Card Services,&quot; on page 7.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>This field is supported only on ValueLink.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 4 Request-Level Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Used By: Required (R) or Optional (O)</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
</table>
| gift_card_transactionPosting_date          | Date that appears on your ValueLink merchant report. Date for one of these days in your time zone: Day before the transaction was sent • Day the transaction was sent • Day after the transaction was sent When this field is not included in the request, ValueLink sets the value for this field to the date the transaction was sent using your cutoff time. You determine the cutoff time during your onboarding with ValueLink. Format: YYYYMMDD  
This field is supported only on ValueLink. | Activation (O)  
Balance Inquiry (O)  
Redemption (O)  
Void (O) | String (8) |
| grand_total_amount                         | Grand total for the transaction. This value cannot be negative. You can include a decimal point (.), but you cannot include any other special characters. CyberSource truncates the amount to the correct number of decimal places. | Activation (R for non-denominated cards, O for denominated cards)  
Redemption (R when gift_card_redemption_type is REDEMPTION or REDEMPTION_PARTIAL_ALLOWED) | Decimal (15) |
| ics_applications                           | CyberSource services to process for the request. At least one service must be specified in the request. Possible values for the gift card services:  
• ics_gift_card_activation  
• ics_gift_card_balance_inquiry  
• ics_gift_card_redemption  
• ics_gift_card_reversal  
• ics_gift_card_void | Required for all CyberSource services. | String (255) |
### Table 4  Request-Level Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Used By: Required (R) or Optional (O)</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>merchant_defined_data1 and</td>
<td>Fields that you can use to store information. This field is supported only on ValueLink. Merchant-defined data fields are not intended to and must not be used to capture personally identifying information. Accordingly, merchants are prohibited from capturing, obtaining, and/or transmitting any personally identifying information in or via the merchant-defined data fields. Personally identifying information includes, but is not limited to, address, payment card number, social security number, driver's license number, state-issued identification number, passport number, and card verification numbers (CVV, CVC2, CVV2, CID, CVN). In the event CyberSource discovers that a merchant is capturing and/or transmitting personally identifying information via the merchant-defined data fields, whether or not intentionally, CyberSource will immediately suspend the merchant's account, which will result in a rejection of any and all transaction requests submitted by the merchant after the point of suspension.</td>
<td>Activation (O) Balance Inquiry (O) Redemption (O) Void (O)</td>
<td>String (20)</td>
</tr>
<tr>
<td>merchant_defined_data2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>merchant_descriptor_country</td>
<td>Country in which your business is located. Use the two-character ISO Standard Country Codes. This value might be displayed on the cardholder’s statement. This field is supported only on ValueLink.</td>
<td>Activation (O) Redemption (O)</td>
<td>String (2)</td>
</tr>
<tr>
<td>merchant_id</td>
<td>Your CyberSource merchant ID. Use the same merchant ID for evaluation, testing, and production. Required for all CyberSource services.</td>
<td></td>
<td>String (30)</td>
</tr>
</tbody>
</table>
### Table 4  Request-Level Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Used By: Required (R) or Optional (O)</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>merchant_ref_number</td>
<td>Merchant-generated transaction number or tracking number. CyberSource recommends that you send a unique value for each transaction so that you can perform meaningful searches for the transaction. For information about tracking orders and transactions, see <em>Getting Started with CyberSource Advanced for the SCMP API</em>.</td>
<td>Required for all CyberSource services.</td>
<td>String (50)</td>
</tr>
<tr>
<td>merchant_transaction_identifier</td>
<td>Identifier that you assign to the transaction. This field is supported only on ValueLink.</td>
<td>Activation (R)</td>
<td>String (15)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption (R)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reversal (R)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Void (R)</td>
<td></td>
</tr>
<tr>
<td>terminal_id</td>
<td>Identifier for the terminal at your retail location.</td>
<td>Activation (O)</td>
<td>String (4)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Balance Inquiry (O)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption (O)</td>
<td></td>
</tr>
<tr>
<td>track_data</td>
<td>Card’s track 1 and 2 data. This value consists of one of the following:</td>
<td>Activation (R if card account number is not included)</td>
<td>String (19)</td>
</tr>
<tr>
<td></td>
<td>▪ Track 1 data</td>
<td>Balance Inquiry (R if card account number is not included)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Track 2 data</td>
<td>Redemption (R if card account number is not included)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Data for both tracks 1 and 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Example</strong> %B4111111111111111^SMITH/JOHN ^16121019761100008680000000?;4111111111111111=1612101976118680000000?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>trans_ref_no</td>
<td>Reference number for the transaction. See <em>Getting Started with CyberSource Advanced for the SCMP API</em> for information about order tracking and reconciliation.</td>
<td>Activation (O)</td>
<td>FDC Nashville Global: String (12)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Balance Inquiry (O)</td>
<td>ValueLink: String (17)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption (O)</td>
<td></td>
</tr>
</tbody>
</table>
Table 4  Request-Level Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Used By: Required (R) or Optional (O)</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
</table>
| transaction_local_date_time | Local date and time at your physical location. Include both the date and time in this field or leave it blank. Format: YYYYMMDDhhmmss where:  
  - YYYY = year  
  - MM = month  
  - DD = day  
  - hh = hour  
  - mm = minutes  
  - ss = seconds | Activation (O)  
  Balance Inquiry (O)  
  Redemption (O)  
  Void (O) | String (14) |

Reply Fields

Table 5  Reply Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>client_lib_version</td>
<td>Version of the client library used to request the transaction.</td>
<td>All CyberSource services</td>
<td>String (50)</td>
</tr>
</tbody>
</table>
| currency         | Currency used for the order. Use the three-character ISO Standard Currency Codes. | Activation  
  Redemption  
  Reversal  
  Void | String (5) |
| customer_account_id | Identifier for the customer or gift card.  
  The activation service associates a number with the gift card and returns the number in this field. After a card has been activated, this identifier is returned in the reply message for all transactions with the gift card.  
  You can use this value to identify a gift card in your system. This value does not require PCI compliance.  
  This field is supported only for ValueLink. | Activation  
  Balance Inquiry  
  Redemption  
  Reversal  
  Void | String (16) |
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>gift_card_activation_authorization_code</td>
<td>Authorization code. This value is included in the reply message when the activation is approved. This field is supported only for ValueLink.</td>
<td>Activation</td>
<td>String (8)</td>
</tr>
</tbody>
</table>
| gift_card_activation_processor_response_code | Error message from the bank. Returned only when the processor returns this value. Possible values:  
|                                            | 00: Transaction was completed successfully.  
|                                            | Any other value: Transaction was declined.  
|                                            | Your payment acceptance system must examine the value in this field before determining how to interpret the remaining fields in the reply message. When a request is declined, some reply fields might not be present or their values might be zero. | Activation  | String(2)          |
| gift_card_activation_rcode                 | Indicates whether the service request was successful. Possible values:  
|                                            | -1: An error occurred.  
|                                            | 0: The request was declined.  
|                                            | 1: The request was successful. | Activation  | Integer (1)        |
| gift_card_activation_request_date_time     | Time in UTC when the gift card activation was requested. See "Data Type Definitions," page 12, for the field’s format. | Activation  | Date and time (20) |
| gift_card_activation_rflag                 | If the gift card activation service is not successful, this field contains a one-word description of the error. See Reply Flags. | Activation  | String (50)        |
| gift_card_activation_rmsg                  | Message explaining the reply code gift_card_activation_rcode. | Activation  | String (255)       |
| gift_card_activation_trans_ref_no          | Reference number that you use to reconcile your CyberSource reports with your processor reports. See Getting Started with CyberSource Advanced for the SCMP API for information about order tracking and reconciliation. | Activation  | FDC Nashville  
|                                            | Global: String (12)  
|                                            | ValueLink: String (17) |                |
| gift_card_balance_currency                 | Your local currency. See ISO Standard Currency Codes. | Balance Inquiry  | String (3)         |
### Table 5  Reply Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>gift_card_balance_inquiry_authorization_code</td>
<td>Authorization code. This value is included in the reply message when the balance inquiry is approved. This field is supported only for ValueLink.</td>
<td>Balance Inquiry</td>
<td>String (8)</td>
</tr>
</tbody>
</table>
| gift_card_balance_inquiry_processor_response_code | Error message from the bank. Returned only when the processor returns this value. Possible values:  
  ■ 00: Transaction was completed successfully.  
  ■ Any other value: Transaction was declined.  
  Your payment acceptance system must examine the value in this field before determining how to interpret the remaining fields in the reply message. When a request is declined, some reply fields might not be present or their values might be zero. | Balance Inquiry      | String(2)           |
| gift_card_balance_inquiry_rcode             | Indicates whether the service request was successful. Possible values:  
  ■ -1: An error occurred.  
  ■ 0: The request was declined.  
  ■ 1: The request was successful. | Balance inquiry      | Integer (1)         |
<p>| gift_card_balance_inquiry_request_date_time | Time in UTC when the gift card balance inquiry was requested. See &quot;Data Type Definitions,&quot; page 12, for the field’s format. | Balance Inquiry      | Date and time (20)  |
| gift_card_balance_inquiry_rflag             | If the gift card balance inquiry service is not successful, this field contains a one-word description of the error. See Reply Flags. | Balance inquiry      | String (50)         |
| gift_card_balance_inquiry_rmsg              | Message explaining the reply code gift_card_balance_inquiry_rcode. | Balance inquiry      | String (255)        |
| gift_card_balance_inquiry_trans_ref_no      | Reference number that you use to reconcile your CyberSource reports with your processor reports. See Getting Started with CyberSource Advanced for the SCMP API for information about order tracking and reconciliation. | Balance Inquiry      | FDC Nashville Global: String (12) ValueLink: String (17) |
| gift_card_base_currency                     | Currency assigned to the gift card when it was activated. The gift card currency might not be the same as your local currency. See ISO Standard Currency Codes. This field is supported only for ValueLink. | Balance Inquiry      | String (3)          |</p>
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>gift_card_base_currency_cashback_amount</td>
<td>Cash back amount in base currency. This field is supported only on ValueLink.</td>
<td>Redemption</td>
<td>Decimal (12)</td>
</tr>
<tr>
<td>gift_card_base_currency_current_balance</td>
<td>Current gift card balance in the gift card currency. This field is included in the reply message when the gift card currency is not the same as your local currency. This field is supported only for ValueLink.</td>
<td>Balance Inquiry, Redemption, Void</td>
<td>Decimal (12)</td>
</tr>
<tr>
<td>gift_card_base_currency_previous_balance</td>
<td>Previous gift card balance in the gift card currency. This value is the gift card balance before the concurrent transaction was applied to the gift card. This field is included in the reply message when the gift card currency is not the same as your local currency. This field is supported only for ValueLink.</td>
<td>Balance Inquiry, Redemption, Void</td>
<td>Decimal (12)</td>
</tr>
<tr>
<td>gift_card_bonus_amount</td>
<td>Amount of promotional bonus. This field is included in the reply message when the transaction amount for activating the card is not the same as the gift card’s account balance because of a programmed promotional bonus. This field is supported only for ValueLink.</td>
<td>Activation, Void</td>
<td>Decimal (12)</td>
</tr>
<tr>
<td>gift_card_current_balance</td>
<td>Current gift card balance in your local currency.</td>
<td>Activation, Balance Inquiry, Redemption, Reversal, Void</td>
<td>Decimal (12)</td>
</tr>
<tr>
<td>gift_card_discount_amount</td>
<td>Discount amount. This field is included in the reply message when the transaction amount for activating the card is not the same as the account balance because of a programmed discount. This field is supported only for ValueLink.</td>
<td>Activation, Void</td>
<td>Decimal (12)</td>
</tr>
</tbody>
</table>

*Example* When you offer a promotion that applies a 20% bonus to all gift card activations, a card with a $100 denomination is activated with a starting balance of $120.

*Example* When a gift card with a $100 denomination is activated at a cost of $90, the discount amount is $10.
Table 5  Reply Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>gift_card_exchange_rate</td>
<td>Exchange rate between your local currency and the gift card currency.</td>
<td>Balance Inquiry</td>
<td>Decimal (18)</td>
</tr>
<tr>
<td></td>
<td>The value for this field includes a decimal. The number of digits before or after the decimal varies depending on the precision of the exchange rate.</td>
<td>Redemption</td>
<td></td>
</tr>
<tr>
<td></td>
<td>This field is supported only for ValueLink.</td>
<td>Void</td>
<td></td>
</tr>
<tr>
<td>gift_card_expiration_date</td>
<td>Date the gift card expires. When a gift card does not have an expiration date, the value for this field exceeds 3000.</td>
<td>Activation</td>
<td>String (8)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only for ValueLink.</td>
<td>Balance Inquiry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Format: YYYYMMDD</td>
<td>Redemption</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reversal</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Void</td>
<td></td>
</tr>
<tr>
<td>gift_card_previous_balance</td>
<td>Previous gift card balance in your local currency. This value is the gift card balance before the concurrent transaction was applied to the gift card.</td>
<td>Activation</td>
<td>Decimal (12)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only for ValueLink.</td>
<td>Balance Inquiry</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Redemption</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Example When a customer purchases a gift card and uses the gift card to purchase a product at the same time, the reply message includes:</td>
<td>Reversal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Previous gift card balance, which is the balance before the purchase of the product</td>
<td>Void</td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Current gift card balance, which is the balance after the purchase of the product</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gift_card_redemption_authorization_code</td>
<td>Authorization code. This value is included in the reply message when the redemption is approved.</td>
<td>Redemption</td>
<td>String (8)</td>
</tr>
<tr>
<td></td>
<td>This field is supported only for ValueLink.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>gift_card_redemption_processor_response_code</td>
<td>Error message from the bank. Returned only when the processor returns this value. Possible values:</td>
<td>Redemption</td>
<td>String (2)</td>
</tr>
<tr>
<td></td>
<td>■ 00: Transaction was completed successfully.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>■ Any other value: Transaction was declined.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Your payment acceptance system must examine the value in this field before determining how to interpret the remaining fields in the reply message. When a request is declined, some reply fields might not be present or their values might be zero.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td>Returned By</td>
<td>Data Type &amp; Length</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>-------------</td>
<td>--------------------</td>
</tr>
</tbody>
</table>
| gift_card_redemption_rcode | Indicates whether the service request was successful. Possible values:  
-1: An error occurred.  
0: The request was declined.  
1: The request was successful. | Redemption | Integer (1) |
| gift_card_redemption_request_date_time | Time in UTC when the gift card redemption was requested. See "Data Type Definitions," page 12, for the field's format. | Redemption | Date and time (20) |
| gift_card_redemption_rflag | If the gift card redemption service is not successful, this field contains a one-word description of the error. See Reply Flags. | Redemption | String (50) |
| gift_card_redemption_rmsg | Message explaining the reply code gift_card_redemption_rcode. | Redemption | String (255) |
| gift_card_redemption_trans_ref_no | Reference number that you use to reconcile your CyberSource reports with your processor reports. See Getting Started with CyberSource Advanced for the SCMP API for information about order tracking and reconciliation. | Redemption | String (17) |
| gift_card_reversal_authorization_code | Authorization code. This value is included in the reply message when the reversal is approved.  
This field is supported only for ValueLink. | Reversal | String (8) |
| gift_card_reversal_processor_response_code | Error message from the bank. Returned only when the processor returns this value. Possible values:  
00: Transaction was completed successfully.  
Any other value: Transaction was declined.  
Your payment acceptance system must examine the value in this field before determining how to interpret the remaining fields in the reply message. When a request is declined, some reply fields might not be present or their values might be zero. | Reversal | String(2) |
| gift_card_reversal_rcode | Indicates whether the service request was successful. Possible values:  
-1: An error occurred.  
0: The request was declined.  
1: The request was successful. | Reversal | Integer (1) |
### Table 5  Reply Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>gift_card_reversal_request_date_time</td>
<td>Time in UTC when the gift card reversal was requested. See &quot;Data Type Definitions,&quot; page 12, for the field’s format.</td>
<td>Reversal</td>
<td>Date and time (20)</td>
</tr>
<tr>
<td>gift_card_reversal_rflag</td>
<td>If the gift card reversal service is not successful, this field contains a one-word description of the error. See Reply Flags.</td>
<td>Reversal</td>
<td>String (50)</td>
</tr>
<tr>
<td>gift_card_reversal_rmsg</td>
<td>Message explaining the reply code gift_card_reversal_rcode.</td>
<td>Reversal</td>
<td>String (255)</td>
</tr>
<tr>
<td>gift_card_reversal_trans_ref_no</td>
<td>Reference number that you use to reconcile your CyberSource reports with your processor reports. See Getting Started with CyberSource Advanced for the SCMP API for information about order tracking and reconciliation.</td>
<td>Reversal</td>
<td>String (17)</td>
</tr>
<tr>
<td>gift_card_void_authorization_code</td>
<td>Authorization code. This value is included in the reply message when the void is approved. This field is supported only for ValueLink.</td>
<td>Void</td>
<td>String (8)</td>
</tr>
</tbody>
</table>
| gift_card_void_processor_response_code     | Error message from the bank. Returned only when the processor returns this value. Possible values:  
- 00: Transaction was completed successfully.  
- Any other value: Transaction was declined.  
Your payment acceptance system must examine the value in this field before determining how to interpret the remaining fields in the reply message. When a request is declined, some reply fields might not be present or their values might be zero. | Void        | String (2)         |
| gift_card_void_rcode                       | Indicates whether the service request was successful. Possible values:  
- -1: An error occurred.  
- 0: The request was declined.  
- 1: The request was successful. | Void        | Integer (1)        |
| gift_card_void_request_date_time           | Time in UTC when the gift card void was requested. See "Data Type Definitions," page 12, for the field’s format. | Void        | Date and time (20) |
| gift_card_void_rflag                       | If the gift card void service is not successful, this field contains a one-word description of the error. See Reply Flags. | Void        | String (50)        |
### Table 5  Reply Fields (Continued)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Returned By</th>
<th>Data Type &amp; Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>gift_card_void_rmsg</td>
<td>Message explaining the reply code <code>gift_card_void_rcode</code>.</td>
<td>Void</td>
<td>String (255)</td>
</tr>
<tr>
<td>gift_card_void_trans_ref_no</td>
<td>Reference number that you use to reconcile your CyberSource reports with your processor reports. See <a href="#">Getting Started with CyberSource Advanced for the SCMP API</a> for information about order tracking and reconciliation.</td>
<td>Void</td>
<td>String (17)</td>
</tr>
</tbody>
</table>
| ics_rcode                         | Indicates whether the entire request was successful. Possible values:  
  - -1: An error occurred.  
  - 0: The request was declined.  
  - 1: The request was successful.                                                                                                                      | Activation          | Integer (1)        |
| ics_rflag                         | One-word description of the result of the entire request. See [Reply Flags](#).                                                                                                                              | Activation          | String (50)        |
| ics_rmsg                          | Message that explains the reply flag `ics_rflag`. Do not display this message to the customer, and do not use this field to write an error handler.                                                            | Activation          | String (255)       |
| merchant_ref_number               | Transaction number or tracking number that you provided in the request. If you included multi-byte characters in this field in the request, the returned value might include corrupted characters.                     | All CyberSource     | String (50)        |
| request_id                        | Identifier for the request.                                                                                                                                                                                  | All CyberSource     | String (26)        |
Examples

FDC Nashville Global Examples

Example 1    Gift Card Activation Request Message

merchant_id=MyStore123
merchant_ref_number=S217634_4
currency=USD
grand_total_amount=100.00
track_data=%B4111111111111111^SMITH/JOHN^21121019761100
008680000000;4111111111111111=21121019761186800000?
card_type=001
ics_applications=ics_gift_card_activation
e_commerce_indicator=retail

Example 2    Gift Card Activation Reply Message

merchant_ref_number=S217634_4
request_id=5482918652316940001540
icsrcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
gift_card_balance_currency=USD
gift_card_current_balance=250.00
gift_card_activationrcode=1
gift_card_activation_rflag=SOK
gift_card_activation_rmsg=Request was processed successfully.
gift_card_activation_processor_response_code=00
gift_card_activation_trans_ref_no=121234567890

Example 3    Gift Card Balance Inquiry Request Message

merchant_id=MyStore123
merchant_ref_number=S217634_4
track_data=%B4111111111111111^SMITH/JOHN^21121019761100
008680000000;4111111111111111=21121019761186800000?
card_type=001
gift_card_balance_currency=USD
ics_applications=ics_gift_card_balance_inquiry
e_commerce_indicator=retail
Example 4 Gift Card Balance Inquiry Reply Message

merchant_ref_number=S217634_4
request_id=5482919734816940201540
icsrcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
terminal_id=81234567
gift_card_balance_currency=USD
gift_card_current_balance=250.00
gift_card_balance_inquiryrcode=1
gift_card_balance_inquiry_rflag=SOK
gift_card_balance_inquiry_rmsg=Request was processed successfully.
gift_card_balance_inquiry_processor_response_code=00
gift_card_balance_inquiry_trans_ref_no=121234567890

Example 5 Gift Card Balance Inquiry with PIN Encryption Request Message

merchant_id=M987654
merchant_ref_number=33557799
merchant_DESCRIPTOR_country=US
clerk_id=CLRK1234
customer_account_id=Cust1234567890AM
bill_zip=91000
terminal_id=1234
customer_cc_number=6010562000017685
card_type=059
gift_card_balance_currency=USD
gift_card_extended_account_number=3456
ics_applications=ics_gift_card_balance_inquiry
gift_card_balance_inquiry_trans_ref_no=0123456789
e_commerce_indicator=internet

Example 6 Gift Card Balance Inquiry with PIN Encryption Reply Message

merchantReferenceCode=M987654
requestID=5482914940606011603047
decision=ACCEPT
reasonCode=100
pos_terminal_id=87788990
gift_card_balanceCurrency=USD
giftCard_currentBalance=250.00
giftCardBalanceInquiryReply_reasonCode=100
giftCardBalanceInquiryReply_processorResponse=00
giftCardBalanceInquiryReply_reconciliationID=547800780830
ValueLink Examples

Example 7  Gift Card Activation Request Message

merchant_id=MyStore123
merchant_ref_number=33557799
currency=USD
grand_total_amount=1000.00
track_data=;6010567085883912=25010004000070776922?
card_type=059
ics_applications=ics_gift_card_activation
e_commerce_indicator=internet
merchant_transaction_identifier=NTA0419200

Example 8  Gift Card Activation Reply Message

merchant_ref_number=33557799<
request_id=5241870282456001601035
card_type=059
gift_card_balance_currency=USD
gift_card_previous_balance=0.00
gift_card_current_balance=1000.00
gift_card_expiration_date=20230419
gift_card_activation_rcode=1
gift_card_activation_rflag=SOK
gift_card_activation_rmsg=Request was processed successfully.
gift_card_activation_processor_response_code=00
gift_card_activation_trans_ref_no=121234567890

Example 9  Gift Card Balance Inquiry Request Message

merchant_id=MyStore123
merchant_ref_number=33557799
track_data=;6010567085883912=25010004000070776922?
card_type=059
gift_card_balance_currency=USD
ics_applications=ics_gift_card_balance_inquiry
e_commerce_indicator=internet
Example 10  Gift Card Balance Inquiry Reply Message

```plaintext
merchant_ref_number=33557799
request_id=5219494626716000601040
decision=ACCEPT
easonCode=100
gift_card_balance_currency=USD
gift_card_previous_balance=5000.25
gift_card_current_balance=2000.25
gift_card_base_currency_previous_balance=6259.20
gift_card_base_currency_current_balance=2250.50
gift_card_base_currency=CAD
gift_card_expiration_date=20251212
gift_card_exchange_rate=1.25121
gift_card_balance_inquiry_rcode=1
gift_card_balance_inquiry_rflag=SOK
gift_card_balance_inquiry_rmsg=Request was processed successfully.
gift_card_balance_inquiry_authorization_code=9999
gift_card_balance_inquiry_processor_response=00
gift_card_balance_inquiry_trans_ref_no=00015218352800867
```

Example 11  Gift Card Redemption Request Message

```plaintext
merchant_id=MyStore123
merchant_ref_number=33557799
currency=USD
grand_total_amount=0.01
track_data=;6010567085883912=25010004000070776922?
card_type=059
gift_card_redemption_type=redemption
ics_applications=ics_gift_card_redemption
e_commerce_indicator=internet
merchant_transaction_identifier=NTA419018
```

Example 12  Gift Card Redemption Reply Message

```plaintext
merchant_ref_number=33557799
request_id=5241874733746002201035
ics_rcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
currency=USD
gift_card_previous_balance=1000.00
gift_card_current_balance=999.99
gift_card_expiration_date=20230419
gift_card_redemption_authorization_code=188627
gift_card_redemption_processor_response=00
gift_card_redemption_trans_ref_no=01234567891234567
```
Example 13  Gift Card Partial Redemption Request Message

```
merchant_id=MyStore123
merchant_ref_number=33557799
currency=USD
grand_total_amount=0.01
track_data=;6010567085883912=25010004000070776922?
card_type=059
gift_card_redemption_type=redemption_partial_allowed
ics_applications=ics_gift_card_redemption
e_commerce_indicator=internet
merchant_transaction_identifier=NTA419018
```

Example 14  Gift Card Partial Redemption Reply Message

```
merchant_ref_number=33557799
request_id=5241874733746002201035
ics_rcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
currency=USD
gift_card_previous_balance=1000.00
gift_card_current_balance=999.99
gift_card_expiration_date=20230419
gift_card_redemption_authorization_code=188627
gift_card_redemption_processor_response=00
gift_card_redemption_trans_ref_no=01234567891234567
```

Example 15  Gift Card Cashout Redemption Request Message

```
merchant_id=MyStore123
merchant_ref_number=33557799
currency=USD
grand_total_amount=0.01
track_data=;6010567085883912=25010004000070776922?
card_type=059
gift_card_redemption_type=cashout
ics_applications=ics_gift_card_redemption
e_commerce_indicator=internet
merchant_transaction_identifier=NTA419018
```
Example 16  Gift Card Cashout Redemption Reply Message

merchant_ref_number=33557799
request_id=524187473746002201035
ics_rcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
currency=USD
gift_card_previous_balance=1000.00
gift_card_current_balance=999.99
gift_card_expiration_date=20230419
gift_card_redemption_authorization_code=188627
gift_card_redemption_processor_response=00
gift_card_redemption_trans_ref_no=01234567891234567

Example 17  Reversal of a Gift Card Activation, Redemption, or Void Request Message

merchant_id=MyStore123
merchant_ref_number=33557799
ics_applications=ics_gift_card_reversal
merchant_transaction_identifier=NTA0419200

Example 18  Reversal of a Gift Card Activation, Redemption, or Void Reply Message

merchant_ref_number=33557799
request_id=5241873074216001701035
currency=USD
ics_rcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
gift_card_previous_balance=1000.00
gift_card_current_balance=0.00
gift_card_expiration_date=20230419
gift_card_reversal_authorization_code=197306
gift_card_reversal_processor_response=00

Example 19  Void of a Gift Card Activation or Redemption Request Message

merchant_id=MyStore123
merchant_ref_number=33557799
ics_applications=ics_gift_card_void
merchant_transaction_identifier=NTA0424180239
Example 20  Void of a Gift Card Activation or Redemption Reply Message

```
merchant_ref_number=33557799
request_id=5246060373116011701035
purchaseTotals_currency=USD
icsrcode=1
ics_rflag=SOK
ics_rmsg=Request was processed successfully.
gift_card_previous_balance=980.00
gift_card_current_balance=970.00
gift_card_expiration_date=20230424
gift_card_void_authorization_code=191925
gift_card_void_processor_response=00
```