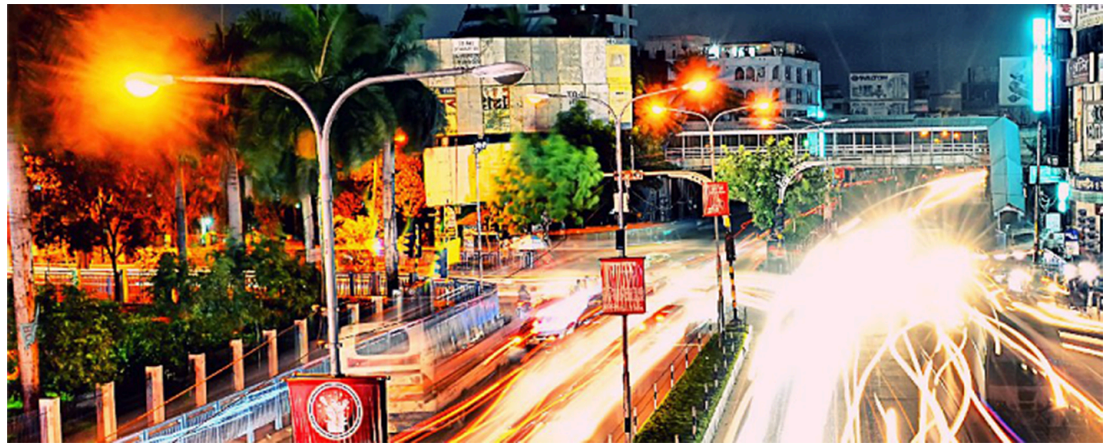


# Boleto Bancário Processing Using the SCMP API and Simple Order API

## Developer Guide



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## Recent Revisions to This Document

Release	Changes
22.01	Updated the Business Center URLs.
16.02	<p>Added a note regarding unregistered boleto requests. See <a href="#">Requesting a Boletos Bancários Using the SCMP API (on page 31)</a> and <a href="#">Requesting a Boletos Bancários Using the Simple Order API (on page 14)</a>.</p> <p>Updated the <b>boletoPaymentReply_reconciliationID</b> and <b>boleto_payment_trans_ref_no</b> response fields (see <a href="#">boletoPaymentReply_reconciliationID (on page 23)</a> and <a href="#">boleto_payment_trans_ref_no (on page 39)</a>).</p>
16.01	Initial release. The Boleto Bancário content presented in this guide was taken from the <i>Ingenico ePayments Developer</i> and <i>Ingenico ePayments Planning</i> guides. Those guides no longer contain Boleto Bancário information.


# About This Guide


## Audience and Purpose

This guide is written for merchants who want to offer Boleto Bancário payments to customers. This guide describes the tasks a merchant must complete in order to make a Boleto Bancário payment and to request reports.

## Conventions

The following special statements are used in this document:

 **Important:** An *Important* statement contains information essential to successfully completing a task or learning a concept.

 **Warning:** A *Warning* contains information or instructions, which, if not heeded, can result in a security risk, irreversible loss of data, or significant cost in time or revenue or both.

## Related Documentation

- *Cybersource Simple Order API Getting Started Guide* describes how to integrate Cybersource services into their payments system using the Simple Order API.
- *Cybersource SCMP API Getting Started Guide* describes how to integrate Cybersource services into their payments system using the SCMP API.

For additional documentation, visit these documentation sites:

- Cybersource Developer Center/Developer Guides: <https://developer.cybersource.com/api/developer-guides.html>
- Cybersource Support Center/Technical Documentation: <https://www.cybersource.com/en-us/support/technical-documentation.html>
- Cybersource Technical Documentation Portal: <https://docs.cybersource.com/en/index.html>

## Customer Support

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

<http://www.cybersource.com/support>

# Boleto Bancário Payments

## Supported Processors

The following processors support Boleto Bancário payments:

- Cybersource Latin American Processing
- Comercio Latino

## Overview

Boletos Bancários are offline bank transfers that are popular in Brazil and that have the following features:

- No upper limit, while Brazilian credit cards have low credit limits.
- You often receive funding from the Boleto Bancário payment system more quickly than from a credit card.
- You pay a fixed charge to the bank that issues the Boleto Bancário, while credit cards charge a percentage of the sale price.

Boletos Bancários are similar to offline bank transfers worldwide but with these differences:

- They are payable through a customer's home banking application, which Brazilian banks offer with nearly all bank accounts.
- They are payable in person at any bank in Brazil, whether or not it is the customer's depository bank.
- Each Boleto Bancário has an expiration date set by you.
- Each Boleto Bancário has a bar code that minimizes processing errors when used for in-person payment.
- The Boleto Bancário system does not process refunds.

Boletos Bancários expire at the close of the Brazilian banking day, which is between 7:00 p.m. and 9:00 p.m. in Brazilian local time. To receive prompt payment, it is recommended that you set an expiration date that is five to seven business days after the date that the Boleto Bancário is initiated.

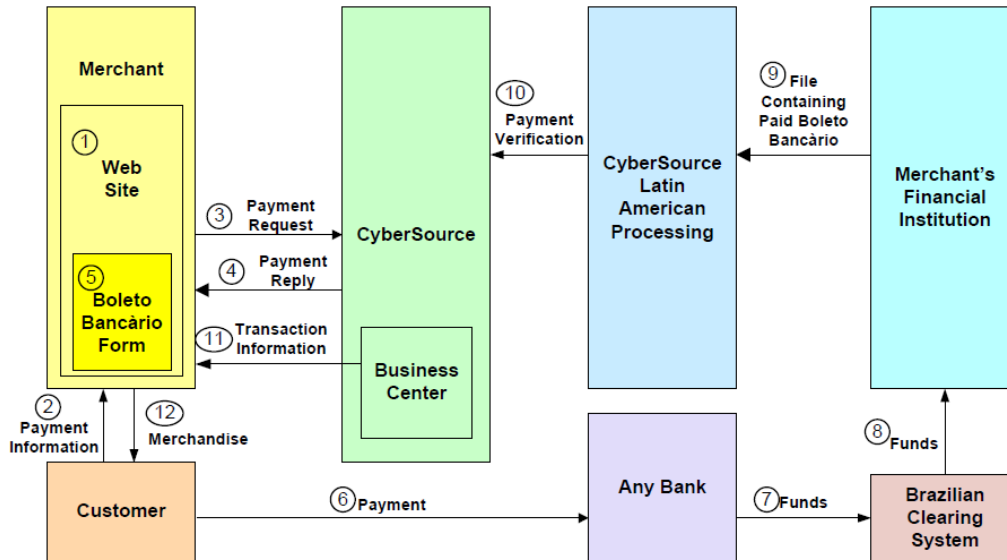


If the Boleto Bancário expiration date falls on a non-banking day, the Boleto expiration date is extended until the end of the next banking day. The Boleto Bancário expiration date skips weekends and holidays.

The figure below shows the payment flow that occurs during a Boleto Bancário transaction. The main payment processing steps are:

1. You host a customer checkout page on your website with a selection of payment types that includes Boletos Bancários.
2. The customer chooses Boleto Bancário as the payment type and enters their customer information.
3. You forward the payment information as a Boleto Bancário payment request to the system.
4. The system sends a reply message that includes the Boleto Bancário expiration date and a URL for the Boleto Bancário form to display to your customer.
5. On your website, you display the Boleto Bancário form or a URL that the customer can click to open a pop-up window that contains the Boleto Bancário form.
6. The customer pays using one of two methods:
  - a. The customer logs in to their home banking system and initiates a payment request.
  - b. The customer prints the Boleto Bancário form and takes it to any bank branch in Brazil and pays cash or uses a bank debit card. (Check payment is not recommended due to the bank's holding period.)
7. The bank at which the customer paid the Boleto Bancário sends the Boleto Bancário funds to the Brazilian Clearing System.
8. The Brazilian Clearing System moves the funds to your depository institution. Boletos Bancários usually clear within two to three days.
9. The depository institution places the funds into your account and sends a daily file containing the paid Boleto Bancário to your processor.
10. Your processor sends payment verification to the system.
11. You monitor the progress of the transaction in the system reports and on the [Business Center](#).
12. When you see the payment event in the Payment Events Report, you ship the merchandise, which is verification of payment.

## Boleto Bancário Payment Flow



## Requirements

### Business Requirements

To do business in Brazil, you must have:

- A license to do business in Brazil.
- A bank account at a Brazilian bank that can issue Boletos Bancários.

### Website Requirements

You cannot use IFrame technology with Boletos Bancários.

On your website you must publish the Boleto Bancário confirmation form exactly as you retrieved it from your processor. You can publish it in one of the following ways:

- Display the contents of the Boleto Bancário confirmation form on your website exactly as you retrieved it.
- Provide the customer with a link that launches a window or pop-up window that contains the Boleto Bancário confirmation form exactly as you retrieved it.

Using a pop-up window can cause problems with browsers that block pop-up windows. Also, your processor has not implemented any JavaScript that controls the size of the pop-up window.

## Technical Requirements

You must:

- Contact customer support to enable your account for Boletos Bancários. You must provide your Boleto Bancário merchant ID, which you obtained while establishing your business relationship with your Boleto Bancário-issuing bank.
- Simple Order API: install a client SDK (see [Simple Order API and SOAP Toolkit API Documentation and Downloads page](#)).
- SCMP API: contact customer support to get access to SCMP API downloads and documentation.

## Expiration Date Requirements

When setting expiration dates, take the following information into consideration:

- The Boleto Bancário expires at close of business on the expiration date, unless it expires on a weekend or holiday, in which case it expires at the close of the next banking day.
- Instead of sending an expiration date for the Boleto Bancário in each Boleto Bancário request, you can arrange for the payment system to use an interval to automatically calculate the expiration date for you. Contact customer support to set the value for this interval in your account. The system calculates the expiration date by adding the interval to the date that the Boleto Bancário payment is initiated. For example, if a Boleto Bancário payment is initiated on 10 March 2016 and your interval is five days, the system calculates an expiration date of 15 March 2016. It is recommended that you use an expiration interval of five days.

## Limitations

The only service that can be called with the Boleto Bancário payment service is the Tax Calculation service.

## Transaction Information

You have several sources of information about your Boleto Bancário transactions:

- Reply messages that are sent in response to your service requests.

After you send a request message for the Boleto Bancário payment service, the system responds with a reply message that contains information about the status of your request. If your request contains any errors, this information is included in the reply message. Additional status information is specific to each service.

- Reports (see [Reports for Boletos Bancários \(on page 44\)](#)) that you can view in and download from the [Business Center](#).
- Results from the query for a single transaction.

Version 1.4 of the Query for a Single Transaction is supported for Boleto Bancário transactions. The query is described in the [Reporting Developer Guide](#), which is available on the Support Center. The query results show the status of a Boleto Bancário transaction within the transaction time frame. The query results include:

- Summary information about the transaction
- Boleto number

See [Boleto Bancário Unfulfilled Report \(on page 44\)](#) for a query and response example.

- Transaction details that you can view on the [Business Center](#).

You can view the details of all your transactions, including your Boleto Bancário transactions, on the [Business Center](#). You can search for transactions by date, application type, customer name, and other transaction identifiers.

## Abandoned Boletos Bancários

Cybersource sends you a reply message that includes a URL for the Boleto Bancário form. After you display the form for the customer, the customer:

- Uses the form to initiate a home banking transfer.
- Prints and delivers the Boleto Bancário form to the bank and pays the Boleto Bancário there.

If the customer does not pay the Boleto Bancário, you do not get paid, and you must then contact the customer. Each Boleto Bancário that is not paid is included in the Boleto Bancário Unfulfilled Report, which indicates that the transaction has not been completed.

If the customer does not pay a Boleto Bancário within three days of initiating the Boleto Bancário payment, it is recommended that you send the customer a reminder that you have not received payment.

# Payment Discrepancies

## Cybersource Latin American Processing

When a payment discrepancy makes it necessary for you to return funds to the customer, you need a separate procedure for refunds because refunds are not available for Boletos Bancários. It is recommended that you have a separate refund procedure in place, such as using checks or wire transfers, before you accept Boleto Bancário payments.

If a customer overpays or underpays, this information appears in the Exception value in the Payment Events Report. See the [Reporting Developer Guide](#) for information about the Payment Events Report. If the Boleto Bancário amount is greater than the order amount, it is recommended that you ship the product and return the difference to the customer. If the Boleto Bancário amount is lower than the order amount, it is recommended that you cancel the transaction and return the entire Boleto Bancário amount to the customer.

# Requesting a Boletos Bancários Using the Simple Order API

Unregistered boletos will not be supported after December 2016. A number of request fields that are currently optional will become required when requesting a boleto.

## Request a Boleto Bancário Using the Simple Order API

1. Set the **boletoPaymentService** field to `true`.
2. Include the following fields:
  - **billTo\_firstName**
  - **billTo\_lastName**
  - **purchaseTotals\_currency**—set to `BRL`.
  - **purchaseTotals\_grandTotalAmount**
  - **merchantID**
  - **merchantReferenceCode**

See [Simple Order API Fields \(on page 15\)](#) for detailed descriptions of each request field. See [Simple Order API Examples \(on page 27\)](#) for a request and response example.

In the Boleto Bancário reply you receive a URL in the **boletoPaymentReply\_url** field for a form that contains information about the Boleto Bancário. Display the information in this form to your customer exactly as you received it so that the customer can easily transcribe it or print it and give it to their bank.

You are responsible for storing the URL of the Boleto Bancário form. You might want to present the URL or its contents to the customer if you have to remind them that their payment is unexpectedly late and that the Boleto Bancário will time out soon. payment system does not store the URL.

# Simple Order API Fields

This section provides detailed information about the Simple Order API fields for the Boleto Bancário payment service. For information about the data types, see [Cybersource Simple Order API Getting Started Guide](#).



## Data Type Definitions

For more information about these data types, see the [World Wide Web Consortium \(W3C\) XML Schema Part 2: Datatypes Second Edition](#).

- **Integer**--Whole number {..., -3, -2, -1, 0, 1, 2, 3, ...}.
- **String**--Sequence of letters, numbers, spaces, and special characters, such as @ and #.

## Simple Order API Request Fields

Simple Order API Request Fields for Boletos Bancários





Request Field	Description	Required or Optional	Data Type & Length
billTo_buildingNumber	<p>Building number in the street address. For example, if the street address is:</p> <p>Rua da Quitanda 187</p> <p>then the building number is 187.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (15)
billTo_city	<p>City of the product billing address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016</p>	See description.	String (50)

### Simple Order API Request Fields for Boletos Bancários (continued)


Request Field	Description	Required or Optional	Data Type & Length
	unregistered boletos will not be supported. This optional field will become required.		
billTo_country	<p>Country of the product billing address. Use the two-character <a href="#">ISO Standard Country Codes</a>.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (2)
billTo_district	<p>Customer's neighborhood, community, or region (a bairro in Brazil) within the city or municipality.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (50)
billTo_email	<p>Customer's email address, including the full domain name.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	Alphanumeric (255)
billTo_firstName	Customer's first name.	Required	String (60)
billTo_lastName	Customer's last name.	Required	String (60)
billTo_personalID	Personal identifier. For Cybersource Latin American Processing, you can use this field for the Cadastro de Pessoas Físicas (CPF).	Optional	String (18)




### Simple Order API Request Fields for Boletos Bancários (continued)

Request Field	Description	Required or Optional	Data Type & Length
billTo_postalCode	<p>Postal code of the product billing address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (10)
billTo_state	<p>State or province of the product billing address. Use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a>.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (2)
billTo_street1	<p>First line of the billing street address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (60)
billTo_street2	<p>Additional address information.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (60)




### Simple Order API Request Fields for Boletos Bancários (continued)

Request Field	Description	Required or Optional	Data Type & Length
boletoPaymentService_expirationDate	Expiration date of the Boleto Bancário in GMT in ISO format: YYYY-MM-DD.	Optional	String (10)
boletoPaymentService_instruction	Text instructions for the Boleto Bancário. This field allows you to specify the text that will be printed in the customer message field on the Boleto form. The customer message field is often used to remind the customer to submit the Boleto promptly.	Optional	String (450)
boletoPaymentService_run	Whether to include <b>boletoPaymentService</b> in your request. Possible values: <ul style="list-style-type: none"> <li>• <b>true</b>: Include the service in your request.</li> <li>• <b>false</b> (default): Do not include the service in your request.</li> </ul>	Required	String (50)
invoiceHeader_merchantDescriptor	Merchant description that is displayed on the customer's statement. <div>  <b>Important:</b> This field is supported only for Comercio Latino. </div>	Optional	Alphanumeric (13)
item_#_unitPrice	Per-item price of the product. You must include either this field or <b>purchaseTotals_grandTotalAmount</b> in your request. For more information about items and grand totals, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> . <p>This value cannot be negative. You can include a decimal point (.) in this field, but you cannot include any other special characters.</p>	Optional	Decimal (15)


### Simple Order API Request Fields for Boletos Bancários (continued)

Request Field	Description	Required or Optional	Data Type & Length
	The amount will be truncated at the request level to the correct number of decimal places.		
linkToRequest	Value that links the current request to a previous authorization request for a debit card or prepaid card. This value is useful when using multiple payment methods to complete an order. For more information about partial authorizations, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	Optional	String (26)
merchantID	Your merchant ID.  When opening your account, be sure to inform Cybersource if you plan to use multiple merchant IDs. For example, if you have separate business units within your company, each with a separate merchant ID, you must have a separate processor merchant ID for each merchant ID. For more information, contact customer support.	Required	String (30)
merchantReferenceCode	Merchant-generated order reference or tracking number. For more information, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	Required	String (50)
personalID_number	Type of identification of the customer.   <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.	See description.	Alphanumeric (18)

### Simple Order API Request Fields for Boletos Bancários (continued)





Request Field	Description	Required or Optional	Data Type & Length
purchaseTotals_grandTotalAmount	Grand total for the order. You must include either this field or <b>item_#_unitPrice</b> in your request. For more information, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	Required	Decimal (15)
shipTo_buildingNumber	<p>Building number in the street address. For example, if the street address is:</p> <p>Rua da Quitanda 187</p> <p>then the building number is 187.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (15)
shipTo_city	<p>City of the product shipping address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (50)
shipTo_country	<p>Country of the product shipping address. Use the two-character <a href="#">ISO Standard Country Codes</a>.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (2)
shipTo_district	Customer's neighborhood, community, or region (a bairro in Brazil) within the city or municipality.	Optional	String (50)

### Simple Order API Request Fields for Boletos Bancários (continued)

Request Field	Description	Required or Optional	Data Type & Length
	 <b>Important:</b> This field is supported only for Comercio Latino.		
shipTo_postalCode	Postal code of the product shipping address.   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (10)
shipTo_state	State or province of the product shipping address. Use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a> .   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (2)
shipTo_street1	First line of the shipping street address.   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (60)
shipTo_street2	Additional address information.   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (60)

## Simple Order API Response Fields

### Simple Order API Response Fields for Boletos Bancários

Response Field	Description	Data Type & Length
additionalProcessorResponse	<p>Processor transaction ID required for troubleshooting.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	String (36)
boletoPaymentReply_amount	Total amount of the Boleto Bancário payment.	Decimal (15)
boletoPaymentReply_assignor	<p>Merchant's name stored by the processor.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	String (50)
boletoPaymentReply_avsCode	<p>AVS result code.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>• <b>1:</b> AVS not supported for this processor or card type.</li> <li>• <b>5:</b> No result code was returned by this processor.</li> </ul>	String (1)
boletoPaymentReply_barCodeNumber	<p>Numeric representation of the boleto bar code.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	String (44)
boletoPaymentReply_boletoNumber	Boleto Bancário payment number.	String (50)
boletoPaymentReply_expirationDate	<b>Comercio Latino:</b> Expiration date of the Boleto Bancário. Format: YYYY-MM-DD.	String (20)

### Simple Order API Response Fields for Boletos Bancários (continued)

Response Field	Description	Data Type & Length
	<b>Cybersource Latin American Processing:</b> Expiration date of the Boleto Bancário in GMT. The date is in the European format: DD-MM-YYYY. For this expiration date field, the date is mapped to an ISO format: YYYY-MM-DD hh:mm:ss. There is a space between the date and the time.	
boletoPaymentReply_reasonCode	Numeric value corresponding to the result of the Boleto Bancário request. See <a href="#">Reason Codes (on page 24)</a> .	Integer (5)
boletoPaymentReply_reconciliationID	Unique value generated by Cybersource. For more information about tracking orders, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	Alphanumeric (16)
boletoPaymentReply_requestDateTime	Time of the Boleto Bancário request in UTC.  <b>Format:</b> YYYY-MM-DDThh:mm:ssZ  <b>Example:</b> 2016-08-11T22:47:57Z equals August 11, 2016, at 22:47:57 (10:47:57 p.m.). The T separates the date and the time. The Z indicates UTC.	Date and time (20)
boletoPaymentReply_url	URL of the Boleto Bancário form.	String (255)
decision	Summarizes the result of the overall request. Possible values: <ul style="list-style-type: none"> <li>• <a href="#">ACCEPT</a></li> <li>• <a href="#">ERROR</a></li> <li>• <a href="#">REJECT</a></li> </ul> For more information about decision values, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	String (6)
invalidField_0...N	Fields in the request that contained invalid data. These response fields are included as an aid to software developers only. Do not attempt to use these fields for end user interaction. For more information about missing and invalid fields, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	String (100)

### Simple Order API Response Fields for Boletos Bancários (continued)

Response Field	Description	Data Type & Length
merchantReferenceCode	Order reference 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 contain corrupted characters. For more information about tracking orders, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	String (50)
missingField_0...N	Required fields that were missing from the request. These response fields are included as an aid to software developers only. Do not attempt to use these fields for end user interaction. For more information about missing and invalid fields, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	String (100)
purchaseTotals_currency	Currency used for the order. The only possible value is <a href="#">BRL</a> .	String (5)
reasonCode	Numeric value corresponding to the result of the overall request. See <a href="#">Reason Codes (on page 24)</a> .	Integer (5)
requestID	Identifier for the request. For more information about request tokens, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> .	String (26)
requestToken	Request token data created by the system for each reply. The field is an encoded string that contains no confidential information such as an account number. The string can contain a maximum of 256 characters.	String (256)

## Simple Order API Reason Codes

These reason codes apply only if you use the Simple Order API. The reason code appears in the reply that you receive immediately after you request the service. See [Cybersource Simple Order API Getting Started Guide](#) for a discussion of replies, decisions, and reason codes.

Cybersource reserves the right to add new reason codes at any time. If your error handler receives a reason code that it does not recognize, it should use the **decision** field to obtain the result.



## Reason Codes for the Simple Order API

Reason Code	Description
100	Successful transaction.
101	<p>The request is missing one or more required fields.</p> <p>See the <b>missingField_0...N</b> response field. Resend the request with the complete information. For more information about missing and invalid fields, see <a href="#">Cybersource Simple Order API Getting Started Guide</a>.</p>
102	<p>One or more fields in the request contain invalid data.</p> <p>See the <b>invalidField_0...N</b> response field. Resend the request with the correct information. For more information about missing and invalid fields, see <a href="#">Cybersource Simple Order API Getting Started Guide</a>.</p>
150	<p>General system failure.</p> <p>See your client documentation for information on handling retries in the case of system errors.</p>
151	<p>The request was received but a server time-out occurred. This error does not include time-outs between the client and the server.</p> <p>To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center. See the documentation for your client documentation for information on handling retries in the case of system errors.</p>
152	<p>The request was received, but a service timed out.</p> <p>To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center. See the documentation for your client documentation for information on handling retries in the case of system errors.</p>
231	<p>Invalid account number.</p> <p>Request a different form of payment.</p>
233	<p>General decline by the processor.</p> <p>Request a different form of payment.</p>
234	A problem exists with your merchant configuration.

## Reason Codes for the Simple Order API (continued)

Reason Code	Description
	Do not resend the request. Contact customer support to correct the configuration problem.
236	Processor failure.  Wait a few minutes and resend the request.
239	The requested transaction amount must match the previous transaction amount.  Correct the amount and resend the request.
241	The request ID is invalid.  Verify the request ID is correct.
244	The bank account number failed the validation check.  Verify with the customer that the account number is correct; if it was incorrect, request the service again with the corrected information.
248	When the system sent a Boleto Bancário request to your processor, it returned an error to the system.
250	The request was received, but a time-out occurred with the payment processor.  To avoid duplicating the transaction, do not resend the request until you have reviewed the transaction status in the Business Center.
254	Your account is prohibited from processing stand-alone refunds.  In the refund request, provide the <b>requestID</b> field of the payment to create a follow-on refund. If you want to process stand-alone refunds, contact your account representative.
255	Your account is not configured to process the service in the country you specified.  If this is a bank transfer or bank transfer refund, verify the <b>billTo_country</b> field value and <b>bankInfo_country</b> field value to make sure that they are set to the correct country (if it is a direct debit, verify the <b>bankInfo_country</b> field). If you want to process the service in a country for which you are not configured, contact your account representative.

# Simple Order API Examples

## NVP Example: Boleto Bancário Request with Comercio Latino

### Request

```
purchaseTotals_currency=BRL
billTo_firstName=THULIO
billTo_lastName=RIBEIRO DOS SANTOS
merchantID=midtest
boletoPaymentService_run=true
merchantReferenceCode=34923942838232
purchaseTotals_grandTotalAmount=25.00
```

### Response

```
purchaseTotals_currency=BRL
boletoPaymentReply_reconciliationID=072b9dd5-5d49-4eea-aaf9-8sad9
boletoPaymentReply_amount=25.00
decision=ACCEPT
merchantReferenceCode=34923942838232
boletoPaymentReply_expirationDate=2016-03-24 23:59:59
boletoPaymentReply_url=https://www.pagador.com.br/post/pagador/
reenvia.asp/9fe1e3db-bfd5-4c8a-95fa-4e7a538b0000
boletoPaymentReply_requestDateTime=2016-03-15T12:56:02Z
requestID=4580717614566406101015
boletoPaymentReply_reasonCode=100
additionalProcessorResponse=0ef754e7-7b0d-489d-aa47-85e0b3db38bf
requestToken=AhjnLwSR8KR0QYg6sDAvFJGddlic5MjValyNHK1ply4VuHDmcrXGHMwzYa
reasonCode=100
boletoPaymentReply_boletoNumber=a5f43876266e4289b698a59518b8b250
```

## XML Example: Boleto Bancário Request with Comercio Latino

### Request

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.42">
  <billTo>
    <firstName>THULIO</firstName>
```

```

    <lastName>RIBEIRO DOS SANTOS</lastName>
  </billTo>
  <purchaseTotals>
    <currency>BRL</currency>
    <grandTotalAmount>25.00</grandTotalAmount>
  </purchaseTotals>
  <merchantID>midtest</merchantID>
  <merchantReferenceCode>1234567</merchantReferenceCode>
  <boletoPaymentService run="true">
</requestMessage>

```

## Response

```

<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.42">
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:requestID>12345678901234567890</c:requestID>
  <c:merchantReferenceCode>1234567</c:merchantReferenceCode>
  <c:purchaseTotals>
    <c:currency>BRL</c:currency>
  </c:purchaseTotals>
  <c:boletoPaymentReply>
    <c:reasonCode>100</c:reasonCode>
    <c:reconciliationID>12345678</c:reconciliationID>
    <c:amount>25.00</c:amount>
    <c:boletoNumber>123456</c:boletoNumber>
    <c:expirationDate>2008-11-22 23:59:59</c:expirationDate>
    <c:url>https://www.pagador.com.br/pagador/reenvia.asp?
    Id_Transacao=93b5668a-6129-48d5-ad95-76308d9974jkjkjk79</c:url>
    <c:additionalProcessorResponse>0ef754e7-7b0d-489d-aa47-
    85e0b3db38bf</c:additionalProcessorResponse>
  </c:boletoPaymentReply>
</c:replyMessage>

```

## NVP Example: Boleto Bancário Request with Cybersource Latin American Processing

### Request

```

purchaseTotals_currency=BRL
billTo_firstName=THULIO
billTo_lastName=RIBEIRO DOS SANTOS
merchantID=midtest

```

```
boletoPaymentService_run=true
merchantReferenceCode=34923942838232
purchaseTotals_grandTotalAmount=25.00
```

## Response

```
purchaseTotals_currency=BRL
boletoPaymentReply_reconciliationID=072b9dd5-5d49-4eea-aaf9-8sad9
boletoPaymentReply_amount=25.00
decision=ACCEPT
merchantReferenceCode=34923942838232
boletoPaymentReply_expirationDate=2016-03-24 23:59:59
boletoPaymentReply_url=https://www.pagador.com.br/post/pagador/
reenvia.asp/9fe1e3db-bfd5-4c8a-95fa-4e7a538b0000
boletoPaymentReply_requestDateTime=2016-03-15T12:56:02Z
requestID=4580717614566406101015
boletoPaymentReply_reasonCode=100
requestToken=AhjnLwSR8KR0QYg6sDAvFJGDdlic5MjValyNHK1ply4VuHDmcrXGHMwzYa
reasonCode=100
boletoPaymentReply_boletoNumber=a5f43876266e4289b698a59518b8b250
```

## XML Example: Boleto Bancário Request with Cybersource Latin American Processing

### Request

```
<requestMessage xmlns="urn:schemas-cybersource-com:transaction-data-1.42">
  <billTo>
    <firstName>THULIO</firstName>
    <lastName>RIBEIRO DOS SANTOS</lastName>
  </billTo>
  <purchaseTotals>
    <currency>BRL</currency>
    <grandTotalAmount>25.00</grandTotalAmount>
  </purchaseTotals>
  <merchantID>midtest</merchantID>
  <merchantReferenceCode>1234567</merchantReferenceCode>
  <boletoPaymentService run="true">
</requestMessage>
```

## Response

```
<c:replyMessage xmlns:c="urn:schemas-cybersource-com:transaction-data-1.42">
  <c:decision>ACCEPT</c:decision>
  <c:reasonCode>100</c:reasonCode>
  <c:requestID>12345678901234567890</c:requestID>
  <c:merchantReferenceCode>1234567</c:merchantReferenceCode>
  <c:purchaseTotals>
    <c:currency>BRL</c:currency>
  </c:purchaseTotals>
  <c:boletoPaymentReply>
    <c:reasonCode>100</c:reasonCode>
    <c:reconciliationID>12345678</c:reconciliationID>
    <c:amount>25.00</c:amount>
    <c:boletoNumber>123456</c:boletoNumber>
    <c:expirationDate>2008-11-22 23:59:59</c:expirationDate>
    <c:url>https://www.pagador.com.br/pagador/reenvia.asp?
      Id_Transacao=93b5668a-6129-48d5-ad95-76308d9974jkkjk79</c:url>
  </c:boletoPaymentReply>
</c:replyMessage>
```

# Requesting a Boletos Bancários Using the SCMP API

Unregistered boletos will not be supported after December 2016. A number of request fields that are currently optional will become required when requesting a boleto.

## Request a Boleto Bancário Using the SCMP API

1. Set the **ics\_applications** field to [ics\\_boleto\\_payment](#).
2. Include the following fields:

- **customer\_firstname**
- **customer\_lastname**
- **currency**—set to [BRL](#).
- **merchant\_id**
- **merchant\_ref\_number**
- **grand\_total\_amount**
- **offer0**

See [SCMP API Fields \(on page 32\)](#) for detailed descriptions of each request field. See [SCMP API Examples \(on page 41\)](#) for request and response examples.

In the Boleto Bancário reply, you receive a URL in the **boleto\_payment\_url** field for a form that contains information about the Boleto Bancário. Display the information in this form to your customer exactly as you received it so that the customer can easily transcribe it or print it and give it to their bank.




You are responsible for storing the URL of the Boleto Bancário form. You might want to present the URL or its contents to the customer if you have to remind them that their payment is unexpectedly late and that the Boleto Bancário will time out soon. The payment system does not store the URL.

# SCMP API Fields

This section provides detailed information about the SCMP API fields for the Boleto Bancário payment service. For information about the data types, see [Cybersource SCMP API Getting Started Guide](#).

## SCMP API Request Fields

### Request-Level Fields for Boletos Bancários for the SCMP API



Request-Level Field	Description	Required or Optional	Data Type & Length
bill_address1	<p>First line of the billing street address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (60)
bill_address2	<p>Additional address information.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (60)
bill_building_number	<p>Building number in the street address. For example, if the street address is:</p> <p>Rua da Quitanda 187</p> <p>then the building number is 187.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	String (15)
bill_city	City of the product billing address.	See description.	String (50)




## Request-Level Fields for Boletos Bancários for the SCMP API (continued)

Request-Level Field	Description	Required or Optional	Data Type & Length
	 <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.		
bill_country	Country of the product billing address. Use the two-character <a href="#">ISO Standard Country Codes</a> .   <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.	See description.	String (2)
bill_district	Customer's neighborhood, community, or region (a bairro in Brazil) within the city or municipality.   <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.	See description.	String (50)
bill_state	State or province of the product billing address. Use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a> .   <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.	See description.	String (2)
bill_zip	Postal code of the product billing address.	See description.	String (10)

## Request-Level Fields for Boletos Bancários for the SCMP API (continued)

Request-Level Field	Description	Required or Optional	Data Type & Length
	 <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.		
billTo_email	Customer's email address, including the full domain name.   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	Alphanumeric (255)
boleto_payment_expiration_date	Expiration date of the Boleto Bancário in GMT in ISO format: YYYY-MM-DD.	Optional	String (10)
boleto_payment_instruction	Text instructions for the Boleto Bancário. This field allows you to specify the text that will be printed in the customer message field on the Boleto Bancários form. The customer message field is often used to remind the customer to submit the Boleto Bancários promptly.	Optional	String (450)
customer_firstname	Customer's first name.	Required	String (60)
customer_lastname	Customer's last name.	Required	String (60)
grand_total_amount	Grand total for the order. You must include either this field or <b>offer0</b> and the offer-level field <b>amount</b> . For more information about offers and grand totals, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	Required	Decimal (15)
ics_applications	Service to process for the request. For a Boleto Bancário request, this value must be <b>ics_boleto_payment</b> .	Required	String (255)





### Request-Level Fields for Boletos Bancários for the SCMP API (continued)

Request-Level Field	Description	Required or Optional	Data Type & Length
link_to_request	Value that links the current request to a previous authorization request for a debit card or prepaid card. This value is useful when using multiple payment methods to complete an order.	Optional	String (26)
merchant_descriptor	<p>Merchant description that is displayed on the customer's statement.</p> <div>  <b>Important:</b> This field is supported only for Comercio Latino.         </div>	Optional	Alphanumeric (13)
merchant_id	<p>Your merchant ID.</p> <p>When opening your account, make sure that you inform Cybersource if you plan to use multiple merchant IDs. For example, when you have separate business units within your company, each with a separate merchant ID, you must have a separate processor merchant ID for each merchant ID. For more information, contact customer support.</p>	Required	String (30)
merchant_ref_number	Merchant-generated order reference or tracking number. For more information about tracking orders, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	Required	String (50)
offerN: amount	<p>Per-item price of the product. You must include this field, the <b>offer0</b> field, or the request-level field <b>grand_total_amount</b> in your request. This value cannot be negative. For more information about offers and grand totals, see <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p> <p>You can include a decimal point (.) in this field, but you cannot include any other special characters. The amount will be truncated at the request level to the correct number of decimal places.</p>	Optional	Decimal (15)

## Request-Level Fields for Boletos Bancários for the SCMP API (continued)

Request-Level Field	Description	Required or Optional	Data Type & Length
personal_id	<p>Type of identification of the customer.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino. After December 2016 unregistered boletos will not be supported. This optional field will become required.</p>	See description.	Alphanumeric (18)
ship_to_address1	<p>First line of the shipping street address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (60)
ship_to_address2	<p>Additional address information.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (60)
ship_to_building_number	<p>Building number in the street address. For example, if the street address is:</p> <p>Rua da Quitanda 187</p> <p>then the building number is 187.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (15)
ship_to_city	<p>City of the product shipping address.</p> <p> <b>Important:</b> This field is supported only for Comercio Latino.</p>	Optional	String (50)
ship_to_country	<p>Country of the product shipping address. Use the two-character <a href="#">ISO Standard Country Codes</a>.</p>	Optional	String (2)

### Request-Level Fields for Boletos Bancários for the SCMP API (continued)

Request-Level Field	Description	Required or Optional	Data Type & Length
	 <b>Important:</b> This field is supported only for Comercio Latino.		
ship_to_district	Customer's neighborhood, community, or region (a bairro in Brazil) within the city or municipality.   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (50)
ship_to_state	State or province of the product shipping address. Use the <a href="#">State, Province, and Territory Codes for the United States and Canada</a> .   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (2)
ship_to_zip	Postal code of the product shipping address.   <b>Important:</b> This field is supported only for Comercio Latino.	Optional	String (10)





## SCMP API Response Fields

The following table describes the fields returned in a response from the **ics\_boleto\_payment** service request.

### Response Fields for Boletos Bancários for the SCMP API

Response Field	Description	Data Type & Length
additional_processor_response	Processor transaction ID required for troubleshooting.	String (36)

## Response Fields for Boletos Bancários for the SCMP API (continued)

Response Field	Description	Data Type & Length
	 <b>Important:</b> This field is supported only for Comercio Latino.	
boleto_payment_amount	Total amount of the Boleto Bancário payment.	Decimal (15)
boleto_payment_boleto_number	Boleto Bancário payment number.	String (50)
boleto_payment_assignor	Merchant's name stored by the processor.   <b>Important:</b> This field is supported only for Comercio Latino.	String (50)
boleto_payment_avs	AVS result code.   <b>Important:</b> This field is supported only for Comercio Latino.  Possible values: <ul style="list-style-type: none"> <li>• 1: AVS not supported for this processor or card type.</li> <li>• 5: No result code was returned by this processor.</li> </ul>	String (1)
boleto_payment_barcode_number	Numeric representation of the boleto bar code.   <b>Important:</b> This field is supported only for Comercio Latino.	String (44)
boleto_payment_expiration_date	<b>Comercio Latino:</b> Expiration date of the Boleto Bancário. <b>Format:</b> YYYY-MM-DD  <b>Cybersource Latin American Processing:</b> Expiration date of the Boleto Bancário in GMT. The date is in the European format: DD-MM-YYYY. For this expiration date field, the date is mapped to an ISO format: YYYY-MM-DD hh:mm:ss. There is a space between the date and the time.	String (20)

## Response Fields for Boletos Bancários for the SCMP API (continued)

Response Field	Description	Data Type & Length
boleto_payment_rcode	<p>One-digit code that indicates whether the <b>ics_boleto_payment</b> request was successful:</p> <ul style="list-style-type: none"> <li>• <b>-1</b>: An error occurred</li> <li>• <b>0</b>: The request was declined</li> <li>• <b>1</b>: The request was successful</li> </ul> <p>For more information about handling replies, see <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	Integer (1)
boleto_payment_request_time	<p>Time of the Boleto Bancário request in UTC. For more information about the format, see the data type information in <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	Date and time (20)
boleto_payment_rflag	<p>One-word description of the result of the <b>ics_boleto_payment</b> request. See <a href="#">Response Flags (on page 40)</a> and for more information, see <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	String (50)
boleto_payment_rmsg	<p>Message that explains the response flag <b>boleto_payment_rflag</b>. Do not display this message to the customer and do not use this field to write an error handler. For more information, see <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	String (255)
boleto_payment_transaction_ref_no	<p>Unique value generated by the system. For more information, see <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	Alphanumeric (16)
boleto_payment_url	<p>URL of the Boleto Bancário form.</p>	String (255)
currency	<p>Currency used for the order. The only possible value is <b>BRL</b>.</p>	String (5)
ics_rcode	<p>One-digit code that indicates whether the entire request was successful:</p> <ul style="list-style-type: none"> <li>• <b>-1</b>: An error occurred</li> <li>• <b>0</b>: The request was declined</li> <li>• <b>1</b>: The request was successful</li> </ul>	Integer (1)

### Response Fields for Boletos Bancários for the SCMP API (continued)

Response Field	Description	Data Type & Length
	For more information, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	
ics_rflag	One-word description of the result of the entire request. See <a href="#">Response Flags (on page 40)</a> and for more information, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	String (50)
ics_rmsg	Message that explains the response flag <b>ics_rflag</b> . Do not display this message to the customer, and do not use this field to write an error handler. For more information, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	String (255)
merchant_ref_number	Order reference 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 contain corrupted characters. For more information about tracking orders, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	String (50)
request_id	Unique identifier for the transaction. For more information about request IDs, see <a href="#">Cybersource SCMP API Getting Started Guide</a> .	String (26)
request_token	Request token data created by the system for each reply. The field is an encoded string that contains no confidential information such as an account number. The string can contain a maximum of 256 characters.	String (256)

## SCMP API Response Flags

The following table describes the response flags for the **ics\_boleto\_payment** service request.

### Response Flags for Boletos Bancários for the SCMP API

Reply Flag	Description
DBOLETODECLINED	When the system sent a Boleto Bancário request to your processor, it returned an error to the system.
DINVALIDDATA	Data provided is not consistent with the request.
DMISSINGFIELD	The request is missing a required field.



### Response Flags for Boletos Bancários for the SCMP API (continued)

Reply Flag	Description
ESYSTEM	System error. You must design your transaction management system to correctly handle system errors. Depending on the payment processor handling the transaction, the error may indicate a valid system error or a processor rejection caused by invalid data. In either case, it is recommended that you not design your system to endlessly resend a transaction. For important information on handling system errors and retries, see the SDK for your client.
ETIMEOUT	The request timed out.
SOK	The transaction was successful.

## SCMP API Examples

### Example: Boleto Bancário Request with Comercio Latino

#### Request

```
customer_firstname=THULIO
customer_lastname=RIBEIRO DOS SANTOS
ics_applications=ics_boleto_payment
merchant_id=midtest
currency=BRL
merchant_ref_number=W200057554-1
grand_total_amount=25.00
offer0=product_category:physical^amount:25.00^fulfillment_type:P^
quantity:1^product_code:default
request_id=4580713800000179089308
```

#### Response

```
additional_processor_response=ebbd7b05-c83d-408a-97ea-54fc19b0cdbf
boleto_payment_rcode=1
request_token=AhjnLwSR8KRq6lmgst85FJMeRw2Zs27Ra1ZsmnKzzLco4btMeRjhb4k/
boleto_payment_request_time=2016-03-15T125351Z
boleto_payment_trans_ref_no=cd863374-5324-466d-9e3f-c04874cd1a7b
currency=BRL
boleto_payment_bar_code_number=5cb4781dfb604746b724d55aa6cce6ac
```

```
boleto_payment_url=https://www.pagador.com.br/post/pagador/reenvia.asp/
9fe1e3db-bfd5-4c8a-95fa-4e7a538b0000
boleto_payment_expiration_date=2016-03-24 23:59:59
boleto_payment_avs=5
boleto_payment_amount=25.00
ics_rmsg=Request was processed successfully.
boleto_payment_assignor=a3cab0edf16b4be98cdb650ff29762ef
boleto_payment_boleto_number=d3947626abb4442eb436030c447d293e
ics_rflag=SOK
boleto_payment_rflag=SOK
boleto_payment_rmsg=Request was processed successfully.
merchant_ref_number=W200057554-1
ics_rcode=1
request_id=4580716300000179089308
```

## Example: Boleto Bancário Request with Cybersource Latin American Processing

### Request

```
purchaseTotals_currency=BRL
billTo_firstName=Ryan
boletoPaymentService_run=true
merchantReferenceCode=34923942838232
billTo_lastName=Tester
purchaseTotals_grandTotalAmount=25.00
```

### Response

```
boleto_payment_rcode=1
request_token=AhjnLwSR8s84ZiGLBowZtGDhP5MrGIIfPaGTiL3cMmkmVdHpH48AACTNG
boleto_payment_request_time=2016-03-15T194941Z
boleto_payment_trans_ref_no=10403408
currency=BRL
boleto_payment_url=https://www.pagador.com.br
boleto_payment_expiration_date=2016-03-20 23:59:59
boleto_payment_amount=25.00
ics_rmsg=Request was processed successfully.
boleto_payment_boleto_number=100000
ics_rflag=SOK
boleto_payment_rflag=SOK
boleto_payment_rmsg=Request was processed successfully.
merchant_ref_number=W200057554-1
```

```
ics_rcode=1  
request_id=4580713800000179089308
```

# Reports for Boletos Bancários

Boletos Bancários transactions are recorded only on XML-formatted reports. They are not recorded in CSV-formatted reports.


Boleto Bancário transaction reports are available through the [Business Center](#) or for download in XML format. See the [Reporting Developer Guide](#) for more information. The following daily reports include information about your Boleto Bancário transactions:

- **Transaction Detail Report**—*provides summary information about your transactions.* To view this report, you must subscribe to it on the [Business Center](#).
- **Payment Batch Detail Report**—list your transactions before funds are transferred to or from your merchant bank account. To view this report, you must subscribe to it on the [Business Center](#).
- **Payment Submission Detail Report**—lists your transactions that were sent to your processor during the previous processing day. The report includes transactions for all payment types that you process. To view this report, you must subscribe to it on the [Business Center](#).
- **Payment Events Report**—lists payment events that occur after a transaction is sent to your processor and that occur within the reporting period for the report. All Boleto Bancário payment transactions previously submitted to the processor, and therefore previously reported in the Payment Submission Detail Report, are reported in the Payment Events Report as status updates received from y. To view this report, you must subscribe to it on the [Business Center](#).

The following daily Boleto Bancário report (see [Boleto Bancário Unfulfilled Report \(on page 44\)](#)) provides information about unfulfilled transactions and is only available if using Cybersource Latin American Processing:

- **Boleto Bancário Unfulfilled Report**—lists Boleto Bancário transactions that were initiated but that are not fulfilled yet. A transaction is included in the report starting the day after a Boleto Bancário is initiated until your processor confirms that the Boleto Bancário is fulfilled. If a Boleto Bancário is not fulfilled by the expiration date, the transaction is removed from the report. To view this report, you must subscribe to it on the [Business Center](#).

## Boleto Bancário Unfulfilled Report

 **Important:** This report is supported only for Cybersource Latin American Processing.

The Boleto Bancário Unfulfilled report provides information about Boleto Bancário transactions that have been issued but not fulfilled. The reasons for an unfulfilled Boleto Bancário are:

- The customer has not submitted the Boleto Bancário.
- The Boleto Bancário is still in the Brazilian clearing system.

A transaction stays in the Boleto Bancário Unfulfilled report until:

- Your processor confirms that the transaction is funded.
- The Boleto Bancário expires.

To view the Boleto Bancário Unfulfilled report, you must subscribe to it on the [Business Center](#).

## Viewing and Downloading Reports

There are two ways to view and download Boleto Bancário Unfulfilled reports:

- ***Through an API***

See the first chapter in the [Reporting Developer Guide](#) for information about requesting a report with a client application.

- ***On the Cybersource Business Center***

For information about downloading the Boleto Bancário Unfulfilled report from the [Business Center](#), see the [Business Center](#) help topic “Downloading Detail Reports.”

## View and Download Reports

For additional information, see the first chapter in the [Reporting Developer Guide](#).

1. Navigate to the Boleto Bancário Unfulfilled report.
2. Click **I need help with this page**. A help topic for the Boleto Bancário Unfulfilled report opens.
3. In the help topic, click **Downloading Reports**. The *Downloading Detail Reports* topic opens. The Boleto Bancário Unfulfilled report is a detail report, and you can download it the same way that you download other reports.

# XML Conventions and Data Types

## Syntax for Report Declarations

A report declaration has this syntax:

```
<?xml version="1.0" encoding="utf-8"?>
<!DOCTYPE Report SYSTEM URIreference>
<Report Name=CDATA
  Version=NMToken
  xmlns=CDATA
  MerchantID=CDATA
  ReportDate=CDATA>
```

The value of the **URIreference** tag is the same as the value of the **xmlns** tag. Whether you are operating in test or live mode, the namespace always refers to [ebctest](#) instead of [ebc](#).

## Syntax for Element Declarations

An element declaration has this syntax:

```
<Sample Attribute=CDATA>
  (Element)
  (ChoiceOne) | (ChoiceTwo)
  (ComplexElement)
  (RequiredRecurringElement)+
  (OptionalElement)?
  (OptionalRecurringElement)*
</Sample>
```

The DTDs for the reports can use syntax with the ?, +, or \* character inside the parentheses.

### Conventions for Element Declarations

Convention	Description
<Sample>	Parent of the subsequent elements.
Attribute=CDATA	Name of the attribute followed by the XML data format for the attribute.
(Element)	Required element. Must appear only once.
(ChoiceOne)   (ChoiceTwo)	Element <b>&lt;ChoiceOne&gt;</b> or <b>&lt;ChoiceTwo&gt;</b> but not both.

## Conventions for Element Declarations (continued)

Convention	Description
(ComplexElement)	Element with one or more children.
(RequiredRecurringElement)+	Required element. Can appear one or more times.
(OptionalElement)?	Optional element. Can appear once or be omitted.
(OptionalRecurringElement)*	Optional element. Can appear zero or more times.

## Data Types and Lengths

In each description, the data length indicates the maximum length for that data type.

### Data Types for XML Reports

Data Type	Description
Alphanumeric	String containing letters, numbers, and special characters such as @, #, and %. All text uses UTF-8 character encoding.
Boolean	Single character: <b>T</b> for true or <b>F</b> for false.
Amount	Can include a decimal point.
Date	YYYY-MM-DD where: <ul style="list-style-type: none"><li>• YYYY is the four-digit year</li><li>• MM is the two-digit month</li><li>• DD is the two-digit day</li></ul> The hyphens are included in a Date value.
DateTime	YYYY-MM-DDTHH:MM:SS[+   -]HH:MM where: <ul style="list-style-type: none"><li>• YYYY is the four-digit year</li><li>• MM is the two-digit month</li><li>• DD is the two-digit day</li><li>• T separates the date information from the time information</li><li>• HH is the two-digit hours</li><li>• MM is the two-digit minutes</li><li>• SS is the two-digit seconds</li></ul>

## Data Types for XML Reports (continued)

Data Type	Description
	<ul style="list-style-type: none"><li>• [+   -]HH:MM is the time zone's offset from GMT (Greenwich Mean Time)</li></ul> <p>The hyphens are included in a DateTime value.</p>
Numeric	String containing numbers.

## Elements in the Report

### <Report>

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

### Syntax

```
<?xml version="1.0" encoding="utf-8" ?>
<Report Name=CDATA
    Version=CDATA
    xmlns=CDATA
    MerchantID=CDATA
    ReportDate=CDATA>
    (Summary)
    (TransactionDetail)?
</Report>
```

### Attributes

#### Attributes of <Report> in the Boletto Bancário Unfulfilled Report

Attribute Name	Description	Data Type & Length
Name	Name of the report. This value is always <a href="#">Boleto Bancário Unfulfilled Report</a> .	Alphanumeric (100)
Version	Version number of the report.	Numeric (10)
xmlns	XML namespace for the report. This value is always <a href="https://businesscenter.cybersource.com/ebc/reports/dtd/bbur.dtd">https://businesscenter.cybersource.com/ebc/reports/dtd/bbur.dtd</a>	Alphanumeric (100)
MerchantID	The merchant ID.	Alphanumeric (30)



### Attributes of <Report> in the Boleto Bancário Unfulfilled Report (continued)

Attribute Name	Description	Data Type & Length
ReportDate	Date the report was generated.	DateTime (25)

## Child Elements

### Child Elements of <Report> in the Boleto Bancário Unfulfilled Report

Element Name	Description
<Summary>	Summary of the transaction information for each range. See <a href="#">&lt;Summary&gt; (on page 49)</a> .
<TransactionDetail>	Information about all of the unfunded transactions that have occurred during the previous 3 to 180 days. See <a href="#">&lt;TransactionDetail&gt; (on page 53)</a> .

## Example

### <Report> Element

```
<?xml version="1.0" encoding="utf-8" ?>
<Report Name="BoletoBancarioUnfulfilledReport"
  Version="1.0"
  xmlns=https://businesscenter.cybersource.com/ebc/reports/dtd/bbur.dtd
  MerchantID="exampleMerchant"
  ReportDate="2008-01-24T08:00:00-08:00">
  <Summary>
    ...
  </Summary>
  <TransactionDetail>
    ...
  </TransactionDetail>
</Report>
```

### <Summary>

The **<Summary>** element contains a summary of the transaction information for each range:

- 3 days outstanding
- 4 days outstanding

- 5 to 7 days outstanding
- 8 to 14 days outstanding
- 15 to 30 days outstanding
- 31 to 60 days outstanding
- 61 to 90 days outstanding
- 91 to 180 days outstanding
- 3 to 180 days outstanding

## Syntax

```
<Summary>
  (Range) *
</Summary>
```

## Child Element

### Child Element of <Summary> in the Boletto Bancário Unfulfilled Report

Element Name	Description
<Range>	Summary of the transaction information for one range. See <a href="#">&lt;Range&gt; (on page 52)</a> .

## Example

### <Summary> Element

```
<Summary>
  <Range DaysOutstandingStart="3" DaysOutstandingEnd="3" CurrencyCode="BRL">
    <Count>0</Count>
    <NetAmount>0.00</NetAmount>
  </Range>
  <Range DaysOutstandingStart="3" DaysOutstandingEnd="3" CurrencyCode="USD">
    <Count>0</Count>
    <NetAmount>0.00</NetAmount>
  </Range>
  <Range DaysOutstandingStart="4" DaysOutstandingEnd="4" CurrencyCode="BRL">
    <Count>0</Count>
    <NetAmount>0.00</NetAmount>
```

```

</Range>
<Range DaysOutstandingStart="4" DaysOutstandingEnd="4" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="5" DaysOutstandingEnd="7" CurrencyCode="BRL">
  <Count>2</Count>
  <NetAmount>121.38</NetAmount>
</Range>
<Range DaysOutstandingStart="5" DaysOutstandingEnd="7" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="8" DaysOutstandingEnd="14" CurrencyCode="BRL">
  <Count>8</Count>
  <NetAmount>823.40</NetAmount>
</Range>
<Range DaysOutstandingStart="8" DaysOutstandingEnd="14" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="15" DaysOutstandingEnd="30" CurrencyCode="BRL">
  <Count>21</Count>
  <NetAmount>2030.11</NetAmount>
</Range>
<Range DaysOutstandingStart="15" DaysOutstandingEnd="30" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="31" DaysOutstandingEnd="60" CurrencyCode="BRL">
  <Count>7</Count>
  <NetAmount>777.17</NetAmount>
</Range>
<Range DaysOutstandingStart="31" DaysOutstandingEnd="60" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="61" DaysOutstandingEnd="90" CurrencyCode="BRL">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="61" DaysOutstandingEnd="90" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="91 DaysOutstandingEnd="180" CurrencyCode="BRL">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>

```

```

<Range DaysOutstandingStart="91 DaysOutstandingEnd="180" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
<Range DaysOutstandingStart="3" DaysOutstandingEnd="180" CurrencyCode="BRL">
  <Count>38</Count>
  <NetAmount>3752.06</NetAmount>
</Range>
<Range DaysOutstandingStart="3" DaysOutstandingEnd="180" CurrencyCode="USD">
  <Count>0</Count>
  <NetAmount>0.00</NetAmount>
</Range>
</Summary>

```

## <Range>

The **<Range>** element contains a summary of the transaction information for one currency in one range.

## Syntax

```

<Range DaysOutstandingStart=CDATA
  DaysOutstandingEnd=CDATA
  CurrencyCode=CDATA>
  (Count)
  (NetAmount)
</Range>

```

### Attributes of <Range> in the Boletto Bancário Unfulfilled Report

Attribute Name	Description	Data Type & Length
DaysOutstandingStart	Start of the range of the number of days outstanding. For example, for the range of 5 to 7 days outstanding, the start of the range is 5.	Alphanumeric (4)
DaysOutstandingEnd	End of the range of the number of days outstanding. For example, for the range of 5 to 7 days outstanding, the end of the range is 7.	Alphanumeric (4)
CurrencyCode	Currency code. Possible value: <a href="#">BRL</a>	Alphanumeric (5)

## Child Elements

### Child Elements of <Range> in the Boletto Bancário Unfulfilled Report

Element Name	Description
Count	Number of transactions that await funding in the currency specified by <b>CurrencyCode</b> and in the range specified by <b>DaysOutstandingStart</b> and <b>DaysOutstandingEnd</b> .
NetAmount	Sum of transactions that await funding in the currency specified by <b>CurrencyCode</b> and in the range specified by <b>DaysOutstandingStart</b> and <b>DaysOutstandingEnd</b> .

## Example

### <Range> Element

```
<Range DaysOutstandingStart="3" DaysOutstandingEnd="3" CurrencyCode="CNY">  
  <Count>2</Count>  
  <NetAmount>121.38</NetAmount>  
</Range>
```

### <TransactionDetail>

The **<TransactionDetail>** element contains information about all of the unfunded transactions that have occurred during the previous 3 to 180 days.

## Syntax

```
<TransactionDetail>  
  (Transaction)*  
</TransactionDetail>
```

## Child Elements

### Child Element of **<TransactionDetail>** in the **Boleto Bancário Unfulfilled Report**

Element Name	Description
<b>&lt;Transaction&gt;</b>	Information about an unfunded transaction. See <a href="#">&lt;Transaction&gt; (on page 54)</a> .

## Example

### **<TransactionDetail>** Element

```
<TransactionDetail>
  <Transaction>
    ...
  </Transaction>
</TransactionDetail>
```

### **<Transaction>**

The **<Transaction>** element contains information about an unfunded transaction.

## Syntax

```
<Transaction Processor=CDATA
  DaysOutstanding=CDATA
  MerchantID=CDATA
  OriginalTransactionDate=CDATA
  RequestID=CDATA
  TransactionReferenceNumber=CDATA
  MerchantReferenceNumber=CDATA
  Amount=CDATA
  CurrencyCode=CDATA
  EventType=CDATA
  BoletoNumber=CDATA
</Transaction>
```

## Attributes of <Transaction> in the Boletó Bancário Unfulfilled Report

Attribute Name	Description	Data Type & Length
Processor	Payment processor used for the transaction. This value is always <code>brazilboleto: braspag</code> .	Alphanumeric (40)
DaysOutstanding	Number of days since the transaction was initiated.	Alphanumeric (4)
MerchantID	Merchant ID.	Alphanumeric (30)
OriginalTransactionDate	Date that the original payment transaction was initiated.	DateTime (25)
RequestID	Unique identifier for the transaction. For more information about tracking orders, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> and <a href="#">Cybersource SCMP API Getting Started Guide</a> .	Numeric (26)
TransactionReferenceNumber	<p>Cybersource-generated reference or tracking number for the transaction. You can use this value to reconcile your reports with your processor reports. This value corresponds to <code>&lt;service&gt;_reconciliationID&lt;service&gt;_trans_ref_no</code></p> <p>For more information about tracking orders, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> and <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	Alphanumeric (60)
MerchantReferenceNumber	<p>Merchant-generated reference or tracking number for the transaction. You can use this value to perform searches in the Business Center. This value corresponds to <code>merchantReferenceCodemerchant_ref_number</code>.</p> <p>For more information about tracking orders, see <a href="#">Cybersource Simple Order API Getting Started Guide</a> and <a href="#">Cybersource SCMP API Getting Started Guide</a>.</p>	Alphanumeric (50)
Amount	Amount of the transaction. For refunds, the amount is negative.	Amount (19)
CurrencyCode	Currency code used for the transaction. Possible value: <code>BRL</code>	Alphanumeric (5)

### Attributes of <Transaction> in the Boleto Bancário Unfulfilled Report (continued)

Attribute Name	Description	Data Type & Length
EventType	Type of event that occurred for the transaction. Possible values: <ul style="list-style-type: none"><li>• <b>Expired</b>: The Boleto Bancário has expired and will not be accepted for payment by Brazilian financial institutions.</li><li>• <b>Fulfilled</b>: The bank issuing the Boleto Bancário has received funds and deposited them into your account.</li><li>• <b>Pending Fulfillment</b>: The Boleto Bancário was issued, but the customer has not submitted it yet, or it is still in the Brazilian clearing system.</li></ul>	Alphanumeric (20)
BoletoNumber	The number identifying the Boleto Bancário payment involved in the transaction.	Alphanumeric (15)

## Example

### <Transaction> Element

```
<Transaction Processor="brazilboleto"
  DaysOutstanding="3"
  MerchantID="123456789"
  OriginalTransactionDate="2009-01-11T10:45:00-08:00"
  RequestID="912342343468"
  TransactionReferenceNumber="123456"
  MerchantReferenceNumber="2884554"
  Amount="75,00"
  CurrencyCode="BRL"
  EventType="Fulfilled"
  BoletoNumber="987654">
</Transaction>
```

## DTD

```
<!ELEMENT Report (Summary, TransactionDetail)>
<!ATTLIST Report Name CDATA #REQUIRED
```



```

        Version NMTOKEN #REQUIRED
        xmlns CDATA #REQUIRED
        MerchantID CDATA #REQUIRED
        ReportDate CDATA #REQUIRED>
<!--ELEMENT Summary (Range*)-->
<!--ELEMENT Range (Count, NetAmount)-->
<!--ATTLIST Range DaysOutstandingStart CDATA #REQUIRED
        DaysOutstandingEnd CDATA #REQUIRED
        CurrencyCode CDATA #REQUIRED-->
<!--ELEMENT Count (#PCDATA)-->
<!--ELEMENT NetAmount (#PCDATA)-->
<!--ELEMENT TransactionDetail (Transaction*)-->
<!--ELEMENT Transaction EMPTY-->
<!--ATTLIST Transaction Processor CDATA #REQUIRED
        DaysOutstanding CDATA #REQUIRED
        MerchantID CDATA #REQUIRED
        OriginalTransactionDate CDATA #REQUIRED
        RequestID CDATA #REQUIRED
        TransactionReferenceNumber CDATA #REQUIRED
        MerchantReferenceNumber CDATA #REQUIRED
        Amount CDATA #REQUIRED
        CurrencyCode CDATA #REQUIRED
        EventType CDATA #REQUIRED
        BoletoNumber CDATA #REQUIRED-->

```

## Example

This report example consists of the following unfulfilled transactions:

- One payment totaling 1.20 BRL, 3 days outstanding
- Five payments totaling 6.00 BRL, 5-7 days outstanding
- Six payments totaling 7.20 BRL, 3-180 days outstanding

These transactions are included in the following ranges in the **<Summary>** section:

- 3 days outstanding
- 5 to 7 days outstanding
- 3 to 14 days outstanding

## Unfulfilled Transactions

```
<?xml version="1.0" encoding="utf-8"?>
<!DOCTYPE Report SYSTEM
  "https://businesscentertest.cybersource.com/ebctest/reports/dtd/bbur.dtd">
<Report Name="BoletoBancarioUnfulfilledReport"
  Version="1.0"
  xmlns="https://businesscentertest.cybersource.com/ebctest/reports/dtd/bbur.dtd"
  MerchantID="examplemerchant"
  ReportDate="2008-01-24T08:00:00-08:00">
  <Summary>
    <Range DaysOutstandingStart="3"
      DaysOutstandingEnd="3"
      CurrencyCode="BRL">
      <Count>1</Count>
      <NetAmount>1.20</NetAmount>
    </Range>
    <Range DaysOutstandingStart="4"
      DaysOutstandingEnd="4"
      CurrencyCode="BRL">
      <Count>0</Count>
      <NetAmount>0.00</NetAmount>
    </Range>
    <Range DaysOutstandingStart="5"
      DaysOutstandingEnd="7"
      CurrencyCode="BRL">
      <Count>5</Count>
      <NetAmount>6.00</NetAmount>
    </Range>
    <Range DaysOutstandingStart="8"
      DaysOutstandingEnd="14"
      CurrencyCode="BRL">
      <Count>6</Count>
      <NetAmount>7.20</NetAmount>
    </Range>
  </Summary>
  <TransactionDetail>
    <Transaction Processor="brazilboleto"
      DaysOutstanding="3"
      MerchantID="examplemerchant"
      OriginalTransactionDate="2008-01-22T00:14:40-08:00"
      RequestID="2009608779023232235878"
      TransactionReferenceNumber="20080122_1684_608779023232235878"
      MerchantReferenceNumber="1234567890"
      Amount="1.20"
      CurrencyCode="BRL"
      EventType="Pending Fulfillment"
      BoletoNumber="321654851"/>
    <Transaction Processor="brazilboleto"
```

```

    DaysOutstanding="5"
    MerchantID="examplemerchant"
    OriginalTransactionDate="2008-01-20T02:38:24-08:00"
    RequestID="2007967037043232235878"
    TransactionReferenceNumber="20080120_1684_967037043232235878"
    MerchantReferenceNumber="1234567891"
    Amount="1.20"
    CurrencyCode="BRL"
    EventType="Pending Fulfillment"
    BoletoNumber="321564133"/>
<Transaction Processor="brazilboleto"
    DaysOutstanding="5"
    MerchantID="examplemerchant"
    OriginalTransactionDate="2008-01-20T02:38:24-08:00"
    RequestID="2007967037043232235878"
    TransactionReferenceNumber="20080120_1684_967037043232235878"
    MerchantReferenceNumber="1234567892"
    Amount="1.20"
    CurrencyCode="BRL"
    EventType="Pending Fulfillment"
    BoletoNumber="854523221"/>
<Transaction Processor="brazilboleto"
    DaysOutstanding="6"
    MerchantID="examplemerchant"
    OriginalTransactionDate="2008-01-20T02:38:24-08:00"
    RequestID="2007967037043232235878"
    TransactionReferenceNumber="20080120_1684_967037043232235878"
    MerchantReferenceNumber="1234567893"
    Amount="1.20"
    CurrencyCode="BRL"
    EventType="Pending Fulfillment"
    BoletoNumber="255587512"/>
<Transaction Processor="brazilboleto"
    DaysOutstanding="7"
    MerchantID="examplemerchant"
    OriginalTransactionDate="2008-01-20T02:38:24-08:00"
    RequestID="2007967037043232235878"
    TransactionReferenceNumber="20080120_1684_967037043232235878"
    MerchantReferenceNumber="1234567894"
    Amount="1.20"
    CurrencyCode="BRL"
    EventType="Pending Fulfillment"
    BoletoNumber="265845654"/>
<Transaction Processor="brazilboleto"
    DaysOutstanding="7"
    MerchantID="examplemerchant"
    OriginalTransactionDate="2008-01-20T02:38:24-08:00"
    RequestID="2007967037043232235878"
    TransactionReferenceNumber="20080120_1684_967037043232235878"

```

```

MerchantReferenceNumber="1234567895"
Amount="1.20"
CurrencyCode="BRL"
EventType="Pending Fulfillment"
BoletoNumber="652325456"/>
</TransactionDetail>
</Report>

```

## Single Transaction Report

 **Important:** This report is supported only for Cybersource Latin American Processing. If you are using Comercio Latino, contact customer support to retrieve the status of a transaction.

Version 1.4 of the Single Transaction Report is supported for Boletos Bancários. It is described in the [Reporting Developer Guide](#). The On-Demand Single Transaction Report provides you with the status of the transaction while the transaction is occurring.

## Query for a Single Transaction

```

<form action="https://businesscenter.cybersource.com/ebc/Query" method="POST">
  <table>
    <tr>
      <td>merchantID</td>
      <td><input type="text" name="merchantID" value="nwtest1"></td>
    </tr>
    <tr>
      <td>type</td>
      <td><input type="text" name="type" value="transaction"></td>
    </tr>
    <tr>
      <td>subtype</td>
      <td><input type="text" name="subtype" value="transactionDetail"></td>
    </tr>
    <tr>
      <td>requestID</td>
      <td><input type="text" name="requestID"
value="1999370597170167905049"></td>
    </tr>
    <tr>
      <td>versionNumber</td>
      <td><input type="text" name="versionNumber" value="1.4"></td>
    </tr>
  </table>
</form>

```

```

        <tr>
            <td></td>
            <td>
                <input type="reset">
                <input type="submit" value="Submit"></input>
            </td>
        </tr>
    </table>
</form>

```

## Single Transaction Report

```

<?xml version="1.0" encoding="UTF-8" ?>
<!DOCTYPE Report (View Source for full doctype...)>
<Report
    xmlns="https://businesscentertest.cybersource.com/ebctest/reports/dtd/tdr_1_4.dtd"
    Name="Transaction Detail"
    Version="1.4"
    MerchantID="nwtest1"
    ReportStartDate="2008-01-09T19:50:59-08:00"
    ReportEndDate="2008-01-09T19:50:59-08:00">
    <Requests>
        <Request MerchantReferenceNumber="1234567890"
            RequestDate="2008-09-10T14:00:08-08:00"
            RequestID="1999370597170167905049"
            SubscriptionID=""
            Source="SCMP API"
            TransactionReferenceNumber="0001094522"
            PredecessorRequestID="7904567221330010160804">
            <BillTo>
                <FirstName>Jane</FirstName>
                <LastName>Smith</LastName>
                <Address1>1295 Charleston Road</Address1>
                <Address2>Suite 2</Address2>
                <City>Mountain View</City>
                <State>CA</State>
                <Zip>94043</Zip>
                <Email />
                <Country>US</Country>
            </BillTo>
            <ShipTo>
                <LastName>Smith</LastName>
                <Address1>1295 Charleston Road</Address1>
                <Address2>Suite 2</Address2>
                <City>Mountain View</City>
                <State>CA</State>
            </ShipTo>
        </Request>
    </Requests>
</Report>

```

```

        <Zip>94043</Zip>
        <Country>US</Country>
    </ShipTo>
    <PaymentMethod>
        <Card>
            <AccountSuffix />
            <ExpirationMonth />
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