Boleto Bancário Processing

Simple Order API

Comercio Latino





Developer Guide

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Recent Revisions to This Document

23.01

Began publishing separate guides for Comercio Latino and Cybersource Latin American Processing.

This revision contains only editorial changes to these topics:

- Transaction Information (on page 10)
- Required Fields for Requesting a Boleto Bancário Payment (on page 13)
- Optional Fields for Requesting a Boleto Bancário Payment (on page 15)
- Response Fields in a Reply to a Boleto Bancário Payment Request (on page 17)

22.02

Changed the title of the guide. Boleto Bancário payments are supported for the Simple Order API only.

Updated these API fields: **billTo_buildingNumber**, **billTo_district**, and **billTo_personalID**. See Boleto Bancário Payment Requests (on page 12).

Updated these API fields, which are now required for a Boleto Bancário processing request: billTo_buildingNumber, billTo_city, billTo_country, billTo_district, billTo_postalCode, billTo_state, billTo_street1, billTo_street2, and personalID_number. See Simple Order API Fields for a Boleto Bancário Payment Request (on page 13).

22.01

Updated the Business Center URLs.

16.02

Added a note regarding unregistered boleto requests. See Boleto Bancário Payment Requests (on page 12).

Updated the **boletoPaymentReply_reconciliationID** response fields. See Response Fields in a Reply to a Boleto Bancário Payment Request (on page 17).

Initial release. The Boleto Bancário content presented in this guide was taken from the *Ingenico ePayments Developer* and *Ingenico ePayments Planning* guides. Those guides no longer contain Boleto Bancário Payments 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.

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

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.

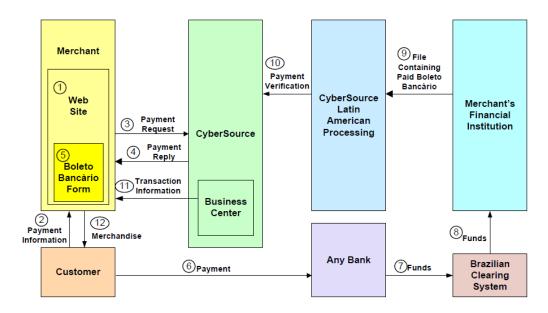
Boletos Bancários expire at the close of the Brazilian banking day, which is between 7:00 p.m. and 9:00 p.m. in Brazilian local time. To receive prompt payment, it is recommended that you set an expiration date that is five to seven business days after the date that the Boleto Bancário is initiated.

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).

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 2023 and your interval is five days, the system calculates an expiration date of 15 March 2023. 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 that you can view in and download from the Business Center

See Reports for Boletos Bancários (on page 25).

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 results contain this information:

- Summary information about the transaction
- Status of a Boleto Bancário transaction within the transaction time frame

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.

Boleto Bancário Payment Requests



Important: Unregistered boletos are not supported.

Requesting a Boleto Bancário Payment Using the Simple Order API

- 1. Set the **boletoPaymentService** field to true.
- 2. Include the required fields in the request.
 For detailed descriptions of the required request fields, see Required Fields for Requesting a
 Boleto Bancário Payment (on page 13).
- 3. Include optional fields in the request as needed.
 For detailed descriptions of the optional request fields, see Optional Fields for Requesting a
 Boleto Bancário Payment (on page 15).
- 4. Check the response message to make sure that the request was successful. A 200-level HTTP response code indicates success. For information about response codes, see Transaction Response Codes. For request and response examples, see Simple Order API Examples (on page 22).



Important: If the request was successful, the **boletoPaymentReply_url** field in the response message contains a URL for a form that contains information about the Boleto Bancário. The Boleto Bancário payment system does not store the URL. You are responsible for storing the URL of the Boleto Bancário form.

5. Display the Boleto Bancário information to your customer exactly as it is provided in the form. The customer can transcribe or print the information and give it to their bank.



Tip: If your customer's payment is unexpectedly late and the Boleto Banćario will time out soon, you might want to present the URL of the form to the customer.

Simple Order API Fields for a Boleto Bancário Payment Request

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.

Required Fields for Requesting a Boleto Bancário Payment

billTo_buildingNumber

Building number in the street address. For example, for the street address Rua da Quitanda 187, set this field to the building number 187.

If a building number is not sent, Comercio Latino rejects the payment request. If the building number is not available, specify the number 0.

Data type and length: String (15)

billTo_city

City of the product billing address.

Data type and length: String (50)

billTo_country

Country of the product billing address. Use the two-character ISO Standard Country Codes.

Data type and length: String (2)

billTo_district

Customer's neighborhood, community, or region (a bairro in Brazil) within the city or municipality.

If the district information is not available, specify the text string district.

Data type and length: String (50)

billTo_firstName

Customer's first name.

Data type and length: String (60)

billTo_lastName

Customer's last name.

Data type and length: String (60)

billTo_postalCode

Postal code of the product billing address.

Data type and length: String (10)

billTo_state

State or province of the product billing address. Use the State, Province, and Territory Codes for the United States and Canada.

Data type and length: String (2)

billTo_street1

First line of the billing street address.

Data type and length: String (60)

billTo_street2

Additional address information.

Data type and length: String (60)

boletoPaymentService_run

Whether to include **boletoPaymentService** in your request. Possible values:

- true—Include the service in your request.
- false—Do not include the service in your request. If you do not specify a value for this field, the default value is false.

Data type and length: String (50)

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.

Data type:String (30)

merchantReferenceCode

Merchant-generated order reference or tracking number. For more information, see the Cybersource Simple Order API Getting Started Guide.

Data type and length: String (50)

personalID_number

Type of identification of the customer.

Data type and length: Alphanumeric (18)

purchaseTotals_grandTotalAmount

Grand total for the order. You must include either this field or **item_#_unitPrice** in your request. For more information, see the Cybersource Simple Order API Getting Started Guide.

Data type and length: Decimal (15)

Optional Fields for Requesting a Boleto Bancário Payment

billTo_email

Customer's email address, including the full domain name.

Data type and length: Alphanumeric (255)

billTo_personalID

Personal identifier. For Cybersource Latin American Processing, you can use this field for the Cadastro de Pessoas Fisicas (CPF). Set this field to one of these types of identifiers:

- The Cadastro de Pessoas Fisicas (CPF)
- The Cadastro Nacional de Pessoas Jurídicas (CNPJ)

When you set the value of this field, omit any dots, dashes, or slashes from the identifier. The API field must contain only decimal digits.

Example values:

- If the CPF identifier is 172.002.658-01, set this field to 17200265801.
- If the CNPJ identifier is 31.551.765/0001-43, set this field to 31551765000143.

If the CPF identifier is invalid, Comercio Latino rejects the payment request. If necessary, you can generate a test CPF or CNPJ identifier by using an online tool, such as the one available from 4Devs at https://www.4devs.com.br/gerador_de_cpf.

Data type and length: String (18)

boletoPaymentService_expirationDat

Expiration date of the Boleto Bancário in GMT in ISO format: YYYY-MM-DD.

Data type and length: 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 prompt

Data type and length: String (450)

invoiceHeader_merchantDescriptor

Merchant description that is displayed on the customer's statement.

Data type and length: Alphanumeric (13)

item_#_unitPrice

Per-item price of the product. You must include either this field or **purchaseTotals_grandTotalAmount** in your request. For more information about items and grand totals, see the Cybersource Simple Order API Getting Started Guide.

This value cannot be negative. 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.

Data type and length: Decimal (15)

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 Cybersource Simple Order API Getting Started Guide

Data type and length: String (26)

shipTo_buildingNumber

Building number in the street address. For example, if the street address is **Rua da Quitanda 187**, then the building number is **187**.

Data type and length: String (15)

shipTo_city

City of the product shipping address.

Data type and length: String (50)

shipTo_country

Country of the product shipping address. Use the two-character ISO Standard Country Codes.

Data type and length: String (2)

shipTo_district

Customer's neighborhood, community, or region (a *bairro* in Brazil) within the city or municipality.

Data type and length: String (2)

shipTo_postalCod

Postal code of the product shipping address.

Data type and length: String (10)

shipTo_state

State or province of the product shipping address. Use the State, Province, and Territory Codes for the United States and Canada.

Data type and length: String (2)

shipTo_street1

First line of the shipping street address.

Data type and length: String (60)

shipTo_street2

Additional address information.

Data type and length: String (60)

Response Fields in a Reply to a Boleto Bancário Payment Request

additionalProcessorResponse

Processor transaction ID required for troubleshooting.

Data type and length: String (36)

boletoPaymentReply_amoun

Total amount of the Boleto Bancário payment.

Data type and length: Decimal (15)

boletoPaymentReply_assignor

Merchant's name stored by the processor.

Data type and length: String (50)

boletoPaymentReply_avsCode

AVS result code. Possible values:

- 1—AVS not supported for this processor or card type.
- 5—No result code was returned by this processor.

Data type and length: String (1)

boletoPaymentReply_barCodeNumber

Numeric representation of the boleto bar code.

Data type and length: String (44)

boletoPaymentReply_boletoNumber

Boleto Bancário payment number.

Data type and length: String (50)

boletoPaymentReply_expirationDate

Expiration date of the Boleto Bancário. Format: YYYY-MM-DD.

Data type and length: String (20)

boletoPaymentReply_reasonCode

Numeric value corresponding to the result of the Boleto Bancário request. See Simple Order API Reason Codes (on page 20).

Data type and length: Integer (5)

boletoPaymentReply_reconciliationID

Unique value generated by Cybersource. For more information about tracking orders, see the Cybersource Simple Order API Getting Started Guide.

Data type and length: Alphanumeric (16)

boletoPaymentReply_requestDateTime

Time of the Boleto Bancário request in UTC.

Format: YYYY-MM-DDThh:mm:ssZ

The letter 'T' separates the date and the time. The letter 'Z' indicates UTC.

For example, 2023-08-11T22:47:57Z represents August 11, 2023, at 22:47:57 (10:47:57 p.m.).

Data type and length: Date and time (20)

boletoPaymentReply_url

URL of the Boleto Bancário form.

Data type and length: String (255)

decision

Summarizes the result of the overall request. Possible values:

- ACCEPT
- ERROR
- REJECT

For more information about decision values, see the Cybersource Simple Order API Getting Started Guide.

Data type and length: 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 the Cybersource Simple Order API Getting Started Guide.

Data type and length: String (100)

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 the Cybersource Simple Order API Getting Started Guide.

Data type and length: 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 the Cybersource Simple Order API Getting Started Guide.

Data type and length: String (100)

purchaseTotals_currency

Currency used for the order. The only possible value is BRL.

Data type and length: String (5)

reasonCode

Numeric value corresponding to the result of the overall request. See Simple Order API Reason Codes (on page 20).

Data type and length: Integer (5)

requestID

Identifier for the request. For more information about request tokens, see the Cybersource Simple Order API Getting Started Guide.

Data type and length: 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.

Data type and length: 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	The request is missing one or more required fields. See the missingField_0N response field. Resend the request
	with the complete information. For more information about missing and invalid fields, see <i>Cybersource Simple Order API Getting Started Guide</i> .
102	One or more fields in the request contain invalid data. See the invalidField_0N response field. Resend the request with the correct information. For more information about missing and invalid fields, see <i>Cybersource Simple Order API Getting Started Guide</i> .
150	General system failure. See your client documentation for information on handling retries in the case of system errors.

Reason Codes for the Simple Order API (continued)

Reason Code	Description
151	The request was received but a server time-out occurred. This error does not include time-outs between the client and the server.
	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.
152	The request was received, but a service timed out.
	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.
231	Invalid account number.
	Request a different form of payment.
233	General decline by the processor.
	Request a different form of payment.
234	A problem exists with your merchant configuration.
	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.

Reason Codes for the Simple Order API (continued)

Reason Code	Description
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 requestID 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 billTo_country field value and bankInfo_country field value to make sure that they are set to the correct country (if it is a direct debit, verify the bankInfo_country 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=2023-03-24 23:59:59
boletoPaymentReply_url=https://www.pagador.com.br/post/pagador/
reenvia.asp/9fele3db-bfd5-4c8a-95fa-4e7a538b0000
boletoPaymentReply_requestDateTime=2023-03-15T12:56:02Z
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

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>
```

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. These 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**—Lists 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.