



## Transaction Query

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## 1 Introduction

This document outlines how to process TRANSACTIONQUERY XML Requests and Responses with Secure Trading. As the name suggests, Transaction Queries can be used to query Secure Trading for details of requests and transactions previously processed on your Secure Trading account.

### 1.1 Process Overview

To perform a Transaction Query, your system will need to submit a TRANSACTIONQUERY XML Request to Secure Trading. Secure Trading will then return an XML Response containing the requested information, if a transaction record(s) is found within the specified criteria.

For example, you can request information on all transactions processed on your site reference on a particular day\*, or find out whether or not a transaction has been settled.

#### 1.1.1 Filters

The XML Request consists primarily of **filters**. These are used to specify which details are returned in the subsequent XML Response.

For example, a filter with **transactionreference** "1-20-4" would return details of the transaction with that reference.

And specifying a **starttimestamp** and **endtimestamp** will return details of all transactions processed on your Secure Trading account between the specified times\*.



You can specify as many filters as required. Secure Trading recommends being as specific as reasonably possible, in order to avoid returning an excessive number of records in the XML Response.

**\*A maximum of 500 records can be returned in a single XML Response.**

## 2 TRANSACTIONQUERY XML Request

This section describes the filters that can be included when constructing a TRANSACTIONQUERY XML Requests.

### 2.1 Filters

For the request to be processed successfully, at least one field needs to be included within the <filter> tag. These are listed below. Note that none of the following fields are required, but at least one must be submitted for the request to be processed successfully.

Tag	Type	Length	Required	Comment
filter			Y	
accounttype description	an	20	C	The source of the transaction. For an e-commerce AUTH Request, the value should be "ECOM". For Mail Order or Telephone Order (MOTO) requests, the value should be "MOTO". For a recurring transaction, the value should be "RECUR".
billing lastname	an	127	C	The customer's billing last name.
billingemail	an	255	C	The customer's billing email address. Maximum length of 255 (maximum of 64 characters before the "@" symbol).
billingfirst name	an	127	C	The customer's billing first name.
billing postcode	an	25	C	The customer's billing postcode.
billingpremise	an	20	C	The number or name of the premise of the customer's billing address.
billingstreet	an	20	C	The street name of the customer's billing address.
currencyiso3a	an	3	C	The currency that the transaction will be processed in (three character currency code). There is a full list of currencies on our website ( <a href="http://webapp.securetrading.net/curr encycodes.html">http://webapp.securetrading.net/curr encycodes.html</a> ).
customerip	an	39	C	The IP address of the customer.
endtimestamp	an	19	C	Only requests processed <b>before</b> the timestamp specified will be returned. Must be in the format YYYY-MM-DD HH:MM:SS
orderreference	an	255	C	Unique reference number supplied by the merchant for the initial request.
pan	n	12-19	C	This is the card number printed on the front of the customer's card.
parent transaction reference	an	25	C	This allows you to filter for transactions with the parent transaction specified here. Enter the full transaction reference of the parent.

Tag	Type	Length	Required	Comment
paymenttype description	an	20	C	The customer's card type. For example, VISA or MASTERCARD.
requesttype description	an	20	C	The request type associated with transaction. For example, AUTH or REFUND.
sitereference	an	50	C	The site reference that processed the transaction.  Note: this field cannot be submitted on its own in the <filter> tag.
subscription number	n	5	C	This represents the position of the transaction within a series of Subscription payments.
starttimestamp	an	19	C	Only requests processed <b>after</b> the timestamp specified will be returned. Must be in the format YYYY-MM-DD HH:MM:SS
transaction reference	an	25	C	This should include the transaction reference of the transaction.

## 2.2 XML Request Example

Please find below an example of a Transaction Query request to be submitted to Secure Trading's systems.

```
<?xml version="1.0" encoding="utf-8"?>
<requestblock version="3.67">
  <alias>site12345</alias>
  <request type="TRANSACTIONQUERY">
    <filter>
      <sitereference>site12345</sitereference>
      <transactionreference>50-2-2</transactionreference>
    </filter>
  </request>
</requestblock>
```

### 3 TRANSACTIONQUERY XML Response

Once you have successfully submitted a TRANSACTIONQUERY XML Request to STPP, if no errors were found, you will be returned an XML Response matching the following specification.

#### 3.1 XML Overview

The TRANSACTIONQUERY XML Response will return all matched transactions for the given search criteria.



Some request types and some acquirers don't support certain fields. The fields returned for a Transaction Query response will depend on the type of transaction that you are querying, and also the acquirer it was processed with.



**For more information on the fields that are returned, please refer to the document for the type of request you are querying. For example, if a Transaction Query is submitted for a PayPal request, then please refer to the PayPal document for the fields you will receive.**

Depending on the criteria provided in the request filter, there will be one record tag for each transaction found. If no transactions are found, no record tags are returned. The order of records in the response is unspecified.

#### 3.2 Found and Records

The `<found>` element returned in the response indicates how many records matched the filters specified in the request. Note that `<found>` can be 0 if no records are returned in the response.

The details of each record are returned in sequence and are divided up into `<record>` tags. The request type associated with each record is displayed in the `type` attribute.

For example, here is a simplified example of the structure of a TRANSACTIONQUERY XML Response, consisting of 2 records (both are type "AUTH"):

```
<?xml version='1.0' encoding='utf-8'?>
<responseblock version="3.67">
  <requestreference>X810339554</requestreference>
  <response type="TRANSACTIONQUERY">
    <found>2</found>
    <timestamp>2014-02-25 17:10:42</timestamp>
    <record type="AUTH">
<!-- first record details here -->
    </record>
    <record type="AUTH">
<!-- second record details here -->
    </record>
    <error>
      <message>Ok</message>
      <code>0</code>
    </error>
  </response>
</responseblock>
```



**A maximum of 500 records can be returned in a single XML Response.** The `<found>` element will never return a value higher than 500, even if more than 500 transactions meet the specified criteria.

### 3.3 Errors

Please ensure you understand the `<error>` tags returned in the response:

- # Each `<record>` tag will contain an error code. This indicates whether or not the transaction represented in the record was successful (highlighted in the following example in **pink**).
- # At the end of each TRANSACTIONQUERY XML Response, there will be a final error code. This indicates whether or not the query was successful (highlighted in the following example in **blue**).
- # **An error code of “0” indicates a successful request.** Other error codes indicate a failure. Please refer to our full list of error codes (see the “**Help**” section in [MyST](#)) for further information, and contact Secure Trading Support (see section 5.1) if you require further assistance.

```
<?xml version='1.0' encoding='utf-8'?>
<responseblock version="3.67">
  <requestreference>X810339554</requestreference>
  <response type="TRANSACTIONQUERY">
    <found>2</found>
    <timestamp>2014-02-25 17:10:42</timestamp>
    <record type="AUTH">
<!-- first record details here -->
      <error>
        <message>Ok</message>
        <code>0</code>
      </error>
    </record>
    <record type="AUTH">
<!-- second record details here -->
      <error>
        <message>Ok</message>
        <code>0</code>
      </error>
    </record>
    <error>
      <message>Ok</message>
      <code>0</code>
    </error>
  </response>
</responseblock>
```

### 3.4 XML Response Example

Please find below an example of a Transaction Query response from Secure Trading's systems.

```
<?xml version='1.0' encoding='utf-8'?>
<responseblock version="3.67">
  <requestreference>X810339554</requestreference>
  <response type="TRANSACTIONQUERY">
    <found>1</found>
    <timestamp>2014-02-25 17:10:42</timestamp>
    <record type="AUTH">
      <acquirerresponsecode>00</acquirerresponsecode>
      <operation>
        <interface>STPAYSTAPI</interface>
        <site reference>site12345</site reference>
        <accounttypedescription>ECOM</accounttypedescription>
      </operation>
      <settlement>
        <settleduedate>2014-02-25</settleduedate>
        <settlebaseamount>100</settlebaseamount>
        <settlestatus>0</settlestatus>
      </settlement>
      <billing>
        <telephone type="M">0777777777</telephone>
        <dcc enabled="0"/>
        <county>Gwynedd</county>
        <street>Test Street</street>
        <postcode>TE45 6ST</postcode>
        <premise>789</premise>
        <payment type="VISA">
          <issuer>SecureTrading Test Issuer1</issuer>
          <expirydate>10/2031</expirydate>
          <pan>411111#####0211</pan>
          <issuercountry>US</issuercountry>
        </payment>
        <town>Bangor</town>
        <name>
          <middle>joe</middle>
          <prefix>Dr</prefix>
          <last>bloggs</last>
          <suffix>Jr.</suffix>
          <first>fred</first>
        </name>
        <country>GB</country>
        <amount currencycode="GBP">100</amount>
        <email>fred.bloggs@example.com</email>
      </billing>
      <live>0</live>
      <merchant>
        <merchantname>Test Merchant</merchantname>
        <orderreference>AUTH_VISA</orderreference>
        <tid>12345678</tid>
        <merchantcountryiso2a>GB</merchantcountryiso2a>
        <operatorname>site12345</operatorname>
      </merchant>
      <transactionreference>50-2-2</transactionreference>
      <timestamp>2014-02-25 17:09:53</timestamp>
      <error>
        <message>Ok</message>
        <code>0</code>
      </error>
    </record>
  </response>
</responseblock>
```



```
</error>
<customer>
  <ip>1.2.3.4</ip>
  <telephone type="H">1111111111</telephone>
  <street>Second Street</street>
  <postcode>CU888ST</postcode>
  <premise>111</premise>
  <town>Bangor</town>
  <name>
    <middle>Mary</middle>
    <prefix>Miss</prefix>
    <last>Smith</last>
    <first>Joanne</first>
  </name>
</customer>
<fraud>
  <rating>-1</rating>
</fraud>
<authcode>TEST</authcode>
<security>
  <postcode>2</postcode>
  <securitycode>2</securitycode>
  <address>2</address>
</security>
</record>
<error>
  <message>Ok</message>
  <code>0</code>
</error>
</response>
</responseblock>
```

## 4 Determining transaction status

Transaction queries can be used to determine the status of processed transactions.

### 4.1 The request

When querying a specific transaction, you can include its unique transaction reference in the `<filter>` tag:

```
<filter>
  <transactionreference>50-2-2</transactionreference>
</filter>
```

You can specify multiple transaction references in the `<filter>` tag in order to return multiple records:

```
<filter>
  <transactionreference>50-2-2</transactionreference>
  <transactionreference>50-2-3</transactionreference>
</filter>
```

### 4.2 The response

For each record returned, there are two important nodes to check:

#### 4.2.1 Errors

There is an error code and message associated with each XML Request processed through STPP. These are shown in the `record/error` tags, as follows:

```
<error>
  <message>Ok</message>
  <code>0</code>
</error>
```

In the example above, the error message is “Ok” and the error code is “0”. This indicates the transaction shown in the record was successful. Other error messages and codes indicate non-successful transactions. For a full list of error codes and their meaning, please refer to the “[Help](#)” section in [MyST](#).

#### 4.2.2 Settlement

When processing authorisations, you can query a transaction at any time to determine the settle status. Settlement information can be found in the `<settlement>` tag.



For further info on the settlement nodes, please refer to the [XML Specification](#). All Secure Trading documents can be found on [our website](#).

If the `record/error/code` field is “0” (as described above), but the `<settlestatus>` is “2”, this indicates a transaction that has been successfully authorised but suspended, and that the funds will not be settled without manual intervention. There are a number of reasons why a transaction may have been suspended. The reason can be found in the `<updatereason>` element.

**Example**

If you have enabled duplicate checks on your account (disabled by default), the transaction will be automatically suspended if suspected of being a duplicate of a recently-processed transaction with identical details. The `<updatereason>` will be "duplicate".

```
<settlement>
  <settleduedate>2010-09-28</settleduedate>
  <settlebaseamount>2115</settlebaseamount>
  <updatereason>duplicate</updatereason>
  <settlestatus>2</settlestatus>
</settlement>
```

You can schedule settlement for a specified suspended transaction:



- This can be achieved through the API by performing XML Requests (see the [Transaction Update document](#)).
- Alternatively, you can use MyST (see the [MyST User Guide](#)).

## 5 Further Information and Support

This section provides useful information with regards to documentation and support for the Merchant's Secure Trading solution.

### 5.1 Secure Trading Support

If you have any questions regarding integration or maintenance of the system, please contact our support team using one of the following methods.

Method	Details
Telephone	+44 (0) 1248 672 050
Fax	+44 (0) 1248 672 099
Email	<a href="mailto:support@securetrading.com">support@securetrading.com</a>
Website	<a href="http://www.securetrading.com/support/support.html">http://www.securetrading.com/support/support.html</a>

### 5.2 Secure Trading Sales

If you do not have an account with Secure Trading, please contact our Sales team and they will inform you of the benefits of a Secure Trading account.

Method	Details
Telephone	0800 028 9151
Telephone (Int'l)	+44 (0) 1248 672 070
Fax	+44 (0) 1248 672 079
Email	<a href="mailto:sales@securetrading.com">sales@securetrading.com</a>
Website	<a href="http://www.securetrading.com">http://www.securetrading.com</a>

### 5.3 Useful Documents

The documents listed below should be read in conjunction with this document:

- # [STAPI Setup Guide](#) – This document outlines how to install the STAPI java client for processing XML Requests and Responses through Secure Trading.
- # [STPP Web Services User Guide](#) – This document describes how to process XML Requests and Responses through Secure Trading's Web Services solution.
- # [STPP XML Specification](#) – This document details how to perform XML authorisations through Secure Trading.

Any other document regarding the STPP system can be found on Secure Trading's website (<http://www.securetrading.com>). Alternatively, please contact our support team as outlined above.

### 5.4 Frequently Asked Questions

Please visit the FAQ section on our website (<http://www.securetrading.com/support/faq>).