



# INTEGRATION GUIDE

## TRANSACTION API

Version 15U (01/10/2019)

This document is designed to provide details on how to integrate your business to the Neosurf payment gateway.

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## 1. API overview

Neosurf is a company specialized in online payments since 2004.

### a. Multiple payment methods

Neosurf allows a merchant to perform transactions with several payment methods:

- Neosurf, prepaid vouchers (<https://www.neosurf.com>)
- Myneosurf, prepaid e-wallets (<https://www.myneosurf.com>)
- QRcodes, and more

### b. A single unified payment gateway

Neosurf provides merchants with a single gateway to make transactions in the different payment methods. The payment methods offered to the user can be configured in the transaction flow.

We offer a payment interface: The customer is redirected to a Neosurf web page when his basket has to be paid.

### c. Multiple security mechanisms

The security is ensured by multiple mechanisms:

- SSL 2048 bits certificate
- IP address monitoring
- SHA512 signature with a secret key

### d. Know Your Customer (KYC)

Depending on the merchant activity or the payment method used, Neosurf may require some complementary information about its customers. In this case, Neosurf provides different web services allowing the merchant to create a Myneosurf e-wallet, to upload documents and to check the KYC level of a customer.

### e. How to start?

First, please create your merchant account here:

[https://www.neosurf.com/en\\_GB/application/subscription1/merchant](https://www.neosurf.com/en_GB/application/subscription1/merchant)

Once you have created your merchant account, please logon to our back office and click on the "INTEGRATION" tab to get your personal parameters (merchant id, secret key and a Neosurf PIN if needed).

If you need technical assistance you may contact: [merchant.api@neosurf.com](mailto:merchant.api@neosurf.com).

To activate your account for production, please send the signed contract to:

[merchant.contract@neosurf.com](mailto:merchant.contract@neosurf.com).

## 2. Payment interface

Neosurf provides a payment interface allowing the merchant to accept different payment methods without having to manage the user forms (for payment or possible KYC management).

It is accessible by sending your basket data (amount, currency, transaction id etc.) using the HTTP POST method to this endpoint: <https://pay.neosurf.com>

At the end of the payment, the merchant receives the result via socket and the customer is redirected to its website.

### i. Request

Here is a list of the parameters which have to be sent to our endpoint:

Field	Type	Example	Mandatory ?	Info
amount	integer	100	yes	Amount of the transaction in the smallest division of the currency (Ex: 100 for 1€). Min: 1 Max: 100000000
currency	list	eur	yes	The currency code (ISO 4217 format) to associate to the amount. Currently, the available currencies are: aud, bgn, brl, cad, chf, cny, czk, dkk, eur, gbp, hkd, hrk, huf, idr, ils, inr, jpy, krw, mxn, myr, nok, nzd, php, pln, ron, rub, sek, sgd, thb, try, usd, xof, zar
expiry	char(25)	2018-02-20T14:27:59+01:00	no	The maximum date time (in timezone format), within which the merchant accepts the result of a transaction (after this date the transaction will be rejected by Neosurf).
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n	yes	Result of the SHA512 algorithm on a string

		4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpjjj5k8kk4k5h 98h7j5yy14g3gjks		obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate( nameAlphabeticOrder(valu es), secretKey))
kycNeosurfEmail	varchar(100)	john@doe.com	-	Myneosurf e-wallet email. Required only for certain merchant activities.
kycNeosurfPin3	char(3)	EFG	-	Last 3 characters of the Myneosurf PIN. Required only for certain merchant activities.
language	list	en	yes	Language (ISO 639-1 format) that have to be used in the interface by default. Nine languages are available from now: 'en' (default), 'el', 'es', 'fr', 'de', 'it', 'pl', 'pt', 'ro'
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
merchantTransactionId	varchar(255)	457	yes	Transaction id from the merchant. Must be unique for a couple merchantId/subMerchantI d
prohibitedForMinors	list	no	yes	Indicates if a non-Adult Neosurf customer can do this transaction or not.
subMerchantId	varchar(50)	shop.mywebsite.com	yes	Sub merchant id (Compulsory, the final domain name)

test	list	yes	yes	'yes' or 'no' (Merchant is in test or production environment)
urlOk	varchar(255)	<a href="https://www.mywebsite.com/payment/ok.php">https://www.mywebsite.com/payment/ok.php</a>	yes	When transaction is successful, Neosurf Payment redirects the client to this URL
urlKo	varchar(255)	<a href="https://www.mywebsite.com/payment/ko.php">https://www.mywebsite.com/payment/ko.php</a>	yes	The client will be redirected to this URL in case of error in transaction
urlPending	varchar(255)	<a href="https://www.mywebsite.com/payment/pending.php">https://www.mywebsite.com/payment/pending.php</a>	yes	When transaction is still pending, Neosurf Payment redirects the client to this URL
urlCallback	varchar(255)	<a href="https://www.mywebsite.com/payment/callback.php">https://www.mywebsite.com/payment/callback.php</a>	yes	Neosurf Payment sends the transaction result by socket using this URL
userCity	varchar(50)	Le Kremlin-Bicêtre	no	City
userCountry	char(2)	fr	no	Country
userDateOfBirth	char(10)	1950-01-15	no	Date of birth of the customer
userEmail	varchar(100)	john@doe.com	no	Email
userFirstName	varchar(30)	John	no	First name
userGender	list	male	no	'male' or 'female'

userIp	varchar(45)	127.0.0.1	no	IPv4 address
userKyc	integer	1	no	The merchant can set it to "0" or "1". Please see the section "Limitations and error codes" for more details.
userLastName	varchar(30)	Doe	no	Last name
userLatitude	varchar(20)	48.81532109	no	Latitude in Geographic coordinate system
userLongitude	varchar(20)	2.35852271	no	Longitude in Geographic coordinate system
userStreet	varchar(100)	10 rue Pierre Brossolette	no	Street
userTelephoneNumber	varchar(20)	+33.123456789	no	Telephone number of the customer in E.123 international notation, without space
userZipCode	varchar(20)	94270	no	Zip code
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

#### i. Response

In case of success or definitive failure, this service returns via a HTTP POST request, at the "urlCallback" specified by the merchant, the same response as the web service named "transactionGetDetails".



### 3. Web services

Neosurf provides the following web services:

- To reverse Neosurf payments (Neosurf or Myneosurf), use “transactionNeosurfReverse”
- Payouts, please use “transactionNeosurfCreditEmail”
- To get details about a transaction, use “transactionGetDetails”.

The Neosurf web services are accessible via two SOAP endpoints that you can make your API calls to:

- With WSDL: <https://www.neosurf.info/soap/index.php?wsdl>
- Without WSDL: <https://www.neosurf.info/soap/>

Requirements:

- Use the ISO-8859-1 encoding type for the transport and the data.
- Each service requires parameters which have to be included in an array named “input”.
- In case of success, the service returns another list of parameters.
- In case of failure, a fault code and a fault string are returned through a HTTP 500 header. Please see the section “Limitations and error codes” to have the complete list of possible error codes and descriptions.

#### a. Reverse a Neosurf transaction

This service allows a merchant to reverse, entirely or partially, a previous Neosurf transaction. There is no time (or number of call) restriction. The “merchantId”, “submerchantId” and “currency” used must be the same as the original transaction.

The name of the service is “transactionNeosurfReverse”.

#### i. Request

Here is the list of the parameters which have to be included in the array “input”:

Field	Type	Example	Mandatory ?	Info
amount	integer	100	yes	Amount to reverse in the smallest division of the currency (Ex: 100 for 1€). Min: 1 Max: 100000000
currency	list	eur	yes	The currency code (ISO 4217 format) to associate to the amount. Currently, the available currencies are: aud, bgn, brl, cad, chf, cny, czk, dkk, eur, gbp, hkd, hrk, huf, idr, ils, inr, jpy,

				krw, mxn, myr, nok, nzd, php, pln, ron, rub, sek, sgd, thb, try, usd, xof, zar
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))
language	list	en	no	Language to use with error message. For example: 'en' (English) or 'fr' (French).
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
merchantTransactionId	varchar(255)	457	yes	Transaction id from the merchant. Must be unique for a couple merchantId/subMerchantId
originalMerchantTransactionId	varchar(255)	359	yes	Original transaction id to reverse
subMerchantId	varchar(50)	shop.mywebsite.com	yes	Sub merchant id (Compulsory, the final domain name)
test	list	yes	yes	'yes' or 'no' (Merchant is in test or production environment)
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

## ii. Response

In case of success, this service returns the same response as the web service named “transactionGetDetails”.

## b. Payouts

Neosurf offers the possibility for a merchant to credit a Myneosurf account if he knows the corresponding email address.

The name of the service is “transactionNeosurfCreditEmail”.

## i. Request

Here is the list of the parameters which have to be included in the array “input”:

Field	Type	Example	Mandatory ?	Info
amount	integer	100	yes	Amount of the transaction in the smallest division of the currency (Ex: 100 for 1€). Min: 1 Max: 100000000
currency	list	eur	yes	The currency code (ISO 4217 format) to associate to the amount. Currently, the available currencies are: aud, bgn, brl, cad, chf, cny, czk, dkk, eur, gbp, hkd, hrk, huf, idr, ils, inr, jpy, krw, mxn, myr, nok, nzd, php, pln, ron, rub, sek, sgd, thb, try, usd, xof, zar
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))

kycNeosurfEmail	varchar(100)	john@doe.com	-	Myneosurf e-wallet email. Required only for certain merchant activities.
kycNeosurfPin3	char(3)	EFG	-	Last 3 characters of the Myneosurf PIN. Required only for certain merchant activities.
language	list	en	no	Language to use with error message. For example: 'en' (English) or 'fr' (French).
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
merchantTransactionId	varchar(255)	457	yes	Transaction id from the merchant. Must be unique for a couple merchantId/subMerchantId
neosurfEmail	varchar(100)	john@doe.com	yes	Identifies the Myneosurf e-wallet to credit.
prohibitedForMinors	list	no	yes	Indicates if a non-Adult Neosurf customer can do this transaction or not.
subMerchantId	varchar(50)	shop.mywebsite.com	yes	Sub merchant id (Compulsory, the final domain name)
test	list	yes	yes	'yes' or 'no' (Merchant is in test or production environment)
userAgent	varchar(255)	Mozilla/5.0 (Windows NT 6.2; rv:22.0) Gecko/20130405	no	Browser agent

		Firefox/23.0		
userCity	varchar(50)	Le Kremlin-Bicêtre	no	City
userCountry	char(2)	fr	no	Country
userDateOfBirth	char(10)	1950-01-15	no	Date of birth of the customer
userEmail	varchar(100)	john@doe.com	no	Email
userFirstName	varchar(30)	John	no	First name
userGender	list	male	no	'male' or 'female'
userIp	varchar(45)	127.0.0.1	no	IPv4 address
userKyc	integer	1	no	The merchant can set it to "0" or "1". Please see the section "Limitations and error codes" for more details.
userLastName	varchar(30)	Doe	no	Last name
userLatitude	varchar(20)	48.81532109	no	Latitude in Geographic coordinate system
userLongitude	varchar(20)	2.35852271	no	Longitude in Geographic coordinate system
userStreet	varchar(100)	10 rue Pierre Brossolette	no	Street

userTelephoneNumber	varchar(20)	+33.123456789	no	Telephone number of the customer in E.123 international notation, without space
userZipCode	varchar(20)	94270	no	Zip code
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

## ii. Response

In case of success, this service returns the same response as the web service named “transactionGetDetails”.

## c. Get details about a transaction

This service gives to the merchant the current details about a transaction (Status, date and time of the transaction, etc.).

The name of the service is “transactionGetDetails”.

## i. Request

Here is the list of the parameters which have to be included in the array “input”:

Field	Type	Example	Mandatory ?	Info
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpjjj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))
language	list	en	no	Language to use with eventual error messages. For example: ‘en’ (English,

				default) or 'fr' (French).
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
merchantTransactionId	varchar(255)	457	yes	Transaction id from the merchant. Must be unique for a couple merchantId/subMerchantId
subMerchantId	varchar(50)	shop.mywebsite.com	yes	Sub merchant id (Compulsory, the final domain name)
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

## ii. Response

Field	Type	Example	Mandatory ?	Info
amount	integer	100	yes	Amount of the transaction in the smallest division of the currency (Ex: 100 for 1€). Min: 1 Max: 100000000
created	char	2013-10-04 18:35:18	yes	Transaction date and time
currency	list	eur	yes	The currency code (ISO 4217 format) to associate to the amount. Currently, the available currencies are: aud, bgn, brl, cad, chf, cny, czk, dkk, eur, gbp, hkd, hrk, huf, idr, ils, inr, jpy, krw, mxn, myr, nok, nzd,

				php, pln, ron, rub, sek, sgd, thb, try, usd, xof, zar
errorCode	integer	0	yes	Error code, or empty if no error occurs during the transaction
errorMessage	varchar(255)	Internal error	yes	Displayable error message for error code
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
merchantTransactionId	varchar(255)	457	yes	Transaction id from the merchant. Must be unique for a couple merchantId/subMerchantId
methodChargedAmount	integer	100	no	Amount charged to the customer payment method
methodCurrency	list	eur	no	The currency code (ISO 4217 format) to associate to "methodChargedAmount"
methodExpiry	char(10)	31/07/2015	yes	Expiry date in format: DD/MM/YYYY



methodId	varchar(30)	1	yes	Neosurf payment method Id
methodLabel	varchar(30)	xxxxxxxxxxxx9686	yes	Neosurf payment method label
methodName	list	neosurf	yes	Neosurf payment method name 'myneosurf' or 'neosurf'
status	list	ok	yes	Result of the transaction: 'ok', 'ko' or 'pending'
subMerchantId	varchar(50)	shop.mywebsite.com	yes	Sub merchant id (Compulsory, the final domain name)
test	list	yes	yes	'yes' or 'no' (Merchant is in test or production environment)
transaction3d	list	no	-	'yes' or 'no' (Transaction is a 3D Secure transaction or not). This information is only available if the version value was set to 2 in the request.
transactionId	integer	1	yes	Neosurf transaction id

## 4. KYC web services

In certain cases, Neosurf may require more information about the customer (Please see the section “Limitations and error codes” for more info) and so offers the merchant the possibility to send it to Neosurf directly by web services.

Neosurf provides 3 web services relative to KYC:

- To create a Myneosurf account, use “userCreate”
- To get details about a Myneosurf account, use “userGetDetails”
- To upload a KYC document for a Myneosurf account, use “userUploadDocument”

The Neosurf web services are accessible via two SOAP endpoints that you can make your API calls to:

- With WSDL: <https://www.neosurf.info/soap/index.php?wsdl>
- Without WSDL: <https://www.neosurf.info/soap/>

Requirements:

- Use the ISO-8859-1 encoding type for the transport and the data.
- Each service requires parameters which have to be included in an array named “input”.
- In case of success, the service returns another list of parameters.
- In case of failure, a fault code and a fault string are returned through a HTTP 500 header. Please see the section “Limitations and error codes” to have the complete list of possible error codes and descriptions.

### a. Create a user

The name of the service is “userCreate”.

#### i. Request

Here is the list of the parameters which have to be included in the array “input”:

Field	Type	Example	Mandatory ?	Info
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))
language	list	en	no	Language to use with error message. For example: ‘en’

				(English) or 'fr' (French).
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
userAgent	varchar(255)	Mozilla/5.0 (Windows NT 6.2; rv:22.0) Gecko/20130405 Firefox/23.0	no	Browser agent
userCity	varchar(50)	Le Kremlin-Bicêtre	yes	City
userCountry	char(2)	fr	yes	Country
userDateOfBirth	char(10)	1950-01-15	yes	Date of birth of the customer
userEmail	varchar(100)	john@doe.com	yes	Email
userFirstName	varchar(30)	John	yes	First name
userGender	list	male	yes	'male' or 'female'
userIp	varchar(45)	127.0.0.1	yes	IPv4 address
userLastName	varchar(30)	Doe	yes	Last name
userLatitude	varchar(20)	48.81532109	no	Latitude in Geographic coordinate system
userLongitude	varchar(20)	2.35852271	no	Longitude in Geographic coordinate system

userStreet	varchar(100)	10 rue Pierre Brossolette	yes	Street
userTelephoneNumber	varchar(20)	+33.123456789	yes	Telephone number of the customer in E.123 international notation, without space
userZipCode	varchar(20)	94270	yes	Zip code
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

## ii. Response

In case of success, these values are returned:

Field	Type	Example	Mandatory ?	Info
neosurfKyc	integer	2	yes	Neosurf KYC level
neosurfPin3	char(3)	EFG	yes	Last 3 characters of the MyNeosurf PIN
neosurfPin	char(10)	ABCD123EFG	-	Myneosurf PIN. This value can only be retrieved by the merchant if he has created the e-wallet itself and requires a special authorization.
neosurfReloadLevel	integer	2	yes	Myneosurf reload level
neosurfSerialNb	integer	1	yes	Myneosurf serial number
neosurfUserId	integer	1	yes	Myneosurf e-wallet Id

## b. Get details about a user

The name of the service is “userGetDetails”.

### i. Request

Here is the list of the parameters which have to be included in the array “input”:

Field	Type	Example	Mandatory ?	Info
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpjjj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))
language	list	en	no	Language to use with eventual error messages. For example: ‘en’ (English, default) or ‘fr’ (French).
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
userEmail	varchar(100)	john@doe.com	yes	Email
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

### ii.

### iii. Response

In case of success, these values are returned:

Field	Type	Example	Mandatory ?	Info
neosurfKyc	integer	2	yes	Neosurf KYC level
neosurfPin3	char(3)	EFG	no	Last 3 characters of the MyNeosurf PIN. This value can only be retrieved by the merchant if he has created the e-wallet itself.
neosurfPin	char(10)	ABCD123EFG	no	Myneosurf PIN. This value can only be retrieved by the merchant if he has created the e-wallet itself and requires a special authorization.
neosurfReloadLevel	integer	2	no	Myneosurf reload level
neosurfSerialNb	integer	1	no	Myneosurf serial number
neosurfUserId	integer	1	no	Myneosurf e-wallet Id

### c. Upload user's documents

The name of the service is "userUploadDocument".

#### i. Request

Here is the list of the parameters which have to be included in the array "input":

Field	Type	Example	Mandatory ?	Info
hash	char(128)	sd654df5sd4f4dfb1d gf11cvb34cn354fg5n 4fg654657j4gflkgjb5j 4dfg1j54j241hgj45j4 h2ghj42ghj45gk4h4g 5k4dkzpj5k8kk4k5h 98h7j5yy14g3gjks	yes	Result of the SHA512 algorithm on a string obtained by concatenating all values in alphabetic order of their names and the secret key of the merchant: hash=sha512(concatenate(nameAlphabeticOrder(values), secretKey))
language	list	en	no	Language to use with eventual error messages. For example: 'en' (English, default) or 'fr' (French).
merchantId	integer	11659	yes	Merchant id (given by Neosurf)
userAgent	varchar(255)	Mozilla/5.0 (Windows NT 6.2; rv:22.0) Gecko/20130405 Firefox/23.0	no	Browser agent
userCity	varchar(50)	Le Kremlin-Bicêtre	no	City
userCountry	char(2)	fr	no	Country
userDateOfBirth	char(10)	1950-01-15	no	Date of birth of the customer
userEmail	varchar(100)	john@doe.com	yes	Email

userFirstName	varchar(30)	John	yes	First name
userGender	list	male	yes	'male' or 'female'
userIp	varchar(45)	127.0.0.1	no	IPv4 address
userKyc	integer	1	no	The merchant can set it to "0" or "1". Please see the section "Limitations and error codes" for more details.
userLastName	varchar(30)	Doe	yes	Last name
userLatitude	varchar(20)	48.81532109	no	Latitude in Geographic coordinate system
userLongitude	varchar(20)	2.35852271	no	Longitude in Geographic coordinate system
userStreet	varchar(100)	10 rue Pierre Brossolette	no	Street
userTelephoneNumber	varchar(20)	+33.123456789	no	Telephone number of the customer in E.123 international notation, without space
userZipCode	varchar(20)	94270	no	Zip code
fileName	varchar(100)	johnDoeTaxJune2016.pdf	Yes	Name of the uploaded file
fileType	list	tax	yes	Type of the uploaded file. One of these values: 'identityCard', 'passport',



				'bill', 'drivingLicence', 'tax' or 'other'
fileDate	char(10)	15/01/2016	yes	Expiry or delivery date of the uploaded document. Format: DD/MM/YYYY
fileContent	base 64 encoded string – Max 2Mb.	-	yes	Content of the document
version	integer	3	yes	Version of the Neosurf API (the last one is 3)

## ii. Response

In case of success, these values are returned:

Field	Type	Example	Mandatory ?	Info
neosurfDocumentId	integer	1	yes	Neosurf document Id
created	char(19)	2016-02-15 14:27:59	yes	Upload date time in format: YYYY-MM-DD HH:II:SS

## 5. Limitations and error codes

### a. KYC limitations for regulated activities

Depending on the merchant activity, Neosurf may require to identify users. For this purpose, a Myneosurf e-wallet has to be opened for the user, and KYC documents must be sent to and approved by Neosurf.

In this case, the merchant is required to set the “kycNeosurfEmail” and the “kycNeosurfPin3” in the payment requests. If needed, he can create the Myneosurf e-wallet itself and upload required KYC documents via the corresponding web services. Required documents are a valid identity document and a recent utility invoice (both sides, color, unfolded and with the 4 corners visible).

### b. List of error codes

Error Code	Description
0	Internal error
10100	The agent is not correct
10200	The amount is not correct
10201	Dynamic description (Depending on the payment method). Ex: The amount must be higher than 1
10202	The amount must be lower than 999999
10300	The city is not correct
10400	The country is not correct
10900	The currency is not correct
10950	The date of the document is not correct
10960	The date of birth is not correct
11000	The email is not correct
11100	The first name is not correct
11200	The gender is not correct
11300	The hash is not correct
11400	The ip address is not correct
11500	Your ip address is blocked temporarily
11550	The KYC is not correct
11600	The last name is not correct
11700	The latitude is not correct
11800	The longitude is not correct
11900	The merchantId is not correct
12000	The merchantTransactionId is not correct
12050	The prohibitedForMinors parameter is not correct
12100	The street is not correct
12200	The subMerchantId is not correct

12230	The telephone number is not correct
12240	The test parameter is not correct
12500	The zip code is not correct
20010	The merchantId do not exist or is not active
20020	The verion is not correct
20030	The merchantTransactionId already exists
20031	The merchantTransactionId does not exist
20040	The urlCallback is not correct
20050	The urlKo is not correct
20060	The urlOk is not correct
20070	The urlPending is not correct
20120	The Myneosurf email is not correct
20125	The Myneosurf email does not exist
20126	The Myneosurf credentials are not correct
20127	The Myneosurf password is not correct
20128	The last three characters of the Myneosurf PIN are not correct
20130	The Myneosurf corresponding account is not verified
20140	The Myneosurf corresponding account is blocked
20510	The service is under maintenance
20750	Dynamic description (The KYC level 0 is not sufficient). Ex: Account limit:[2500 eur] per year. Available:[1000 eur]
20751	Dynamic description (The KYC level 1 is not sufficient). Ex: Account limit:[1000 eur] per year. Available:[1000 eur]
20752	Dynamic description (KYC level 2 limitation). Ex: Account limit:30000 eur per month. Available:[1000 eur]
20753	Dynamic description (The KYC level 0 or 1 is not sufficient). Ex: Account limit:[1000 eur] per transaction
20754	Dynamic description (KYC level 2 limitation). Ex: Account limit:[1500 eur] per transaction
21171	The transaction was declined
22005	The document type is not correct
22007	Too many document are awaiting approval, thank you try again later
22010	The limit of 10 uploaded documents is attempt for this user
22020	The limit of 2 pending documents is attempt for this user
22030	The limit of 2 validated documents is attempt for this user
22040	No document was selected
22050	Error with upload
22060	The document is empty

22070	The document exceeds the limit of 2 Mb
22080	The document should have an extension
22090	The document can only have one of these extensions: pdf, jpg, jpeg, bmp, gif, tif, tiff, png
22100	Error with upload, the format is unauthorized
22110	The document can't be visualized
22120	The status of this document has already been previously updated
22510	The pincode is not correct
22511	The email or password are not correct
22519	The product id is not correct
22540	The product is not active
22550	The transaction is not authorized for resellers
22560	The transaction is not authorized because the client is a minor
22570	The merchant account is for test purpose only
22575	The pincode and the test parameter must be the same type
22580	The product can be used only on a limited list of merchants, and this one does not belong to this list
22590	The transaction is not authorized for this merchant and this type of product
22600	The amount to debit is less or equal to zero
22610	The amount to debit is more than the available balance
22620	The amount to credit is more than the maximum balance
22700	The transaction to reverse does not exist
22710	The transaction to reverse is not successful
22720	The transaction to reverse is not refundable
22730	The transaction to reverse have a different currency
22740	The transaction to reverse have already been reversed entirely
22750	The transaction to reverse cannot be reversed with this too high amount
30100	This transaction is not allowed to this merchant
30110	The maximum total amount of payouts is reached