



Ayoub Souinia <a.souinia@tickticktrader.com>

[Request received] Re: Spoofed sender (perm error) Spoofed sender (perm error) Issue Encountered with Transaction Start in NMI – Assistance Requested

11 messages

eMerchantPay Tech-Support <tech-support@emerchantpay.com>

22 November 2023 at 14:36

Reply-To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, "abderrazak@tickticktrader.com" <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

##- Please type your reply above this line -##



Your request (4694532) has been received and is being reviewed by our support staff.

Please note that in order to provide you with faster and better support we will need some details to identify you or your transaction in our system. In case you have missed, please provide us with the following details:

- Merchant name
- Transaction ID/ Unique ID
- API response

We appreciate your understanding on the matter.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this message in error please notify us immediately and please destroy this message without disclosing or copying its contents to anybody. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.

[316752-WRMMK]

eMerchantPay Tech-Support <tech-support@emerchantpay.com>

22 November 2023 at 16:31

Reply-To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, "abderrazak@tickticktrader.com" <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.

**Gergana Petrova** (emerchantpay)

Nov 22, 2023, 17:31 GMT+2

Hi Ayoub,

Thank you for reaching out.

The transaction type you tried to submit "Init Recurring Sale 3D" is part of the old recurring flow which will soon be deprecated and is disabled on your contract.

In order to process recurring payments, please use the new recurring flow which is explained here:

<https://emerchantpay.github.io/gateway-api-docs/#recurring-v2>

You need to include the **recurring_type** parameter in your request with a value of "initial" or "subsequent" and a transaction type with one of the following values: sale, sale3d, authorize or authorize3d.

Please check the example below for an initial Sale transaction:

```
<transaction_type>sale</transaction_type>
<recurring_type>initial</recurring_type>
```

Please let us know if we can assist further.

Best regards,



Gergana Petrova
Web Integration & IT Support Engineer

T: +359 2 4487272

W: www.emerchantpay.com

Follow us: [Twitter](#) . [FaceBook](#) . [LinkedIn](#) .

**Ayoub Souinia**

Nov 22, 2023, 15:36 GMT+2

This is a follow-up to your previous request [#4524657](#) "Spoofed sender (perm error)..."

Hello Alejandro,

I trust this message finds you well. We've encountered an issue with setting up recurring payments: the system responds with "init_recurring_sale3d is not supported by contract." Could you guide us on how to enable this feature?

Thank you for your assistance.

Best regards,

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this message in error please notify us immediately and please destroy this message without disclosing or copying its contents to anybody. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the company. The recipient should check this email and any attachments for the presence of viruses. The company accepts no liability for any damage caused by any virus transmitted by this email.

[316752-WRMMK]

eMerchantPay Tech-Support <tech-support@emerchantpay.com>

30 November 2023 at 14:43

Reply-To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.

**Gergana Petrova (emerchantpay)**

Nov 30, 2023, 15:43 GMT+2

Hi Ayoub,

Thank you for getting back to us.

We are adding your Account Manager to the thread to advise on the change.

Hi Yordan, do we have your approval to enable the old recurring flow for the merchant Tick Tick Trader Ltd? They are currently set with the new flow, however, they are not ready to implement it yet.

Looking forward to your feedback.

Best regards,



Gergana Petrova
Web Integration & IT Support Engineer

T: +359 2 4487272

W: www.emerchantpay.com

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Ayoub Souinia

Nov 30, 2023, 14:54 GMT+2

Hi Gergana,

Could we enable the old recurring flow for our contract as the NMI new flow implementation isn't ready yet?

Thanks,
Ayoub

[Quoted text hidden]

[Quoted text hidden]

[316752-WRMMK]

Yordan Yordanov emerchantpay <Yordan.Yordanov@emerchantpay.com>

30 November 2023 at 14:47

To: Tech-Support emerchantpay <Tech-Support@emerchantpay.com>, Ayoub Souinia <a.souinia@tickticktrader.com>

Hi Gergana, Ayoub,

Thank you for your e-mails !

Yes, you have my approval.

Best Regards,



Yordan Yordanov

T: +359 2 4485724 **internal:** 277

S: live:.cid.9864498226adabdd

W: www.emerchantpay.com

Follow us: Twitter . Facebook . LinkedIn

[Quoted text hidden]

eMerchantPay Tech-Support <tech-support@merchantpay.com>
Reply-To: eMerchantPay Tech-Support <tech-support@merchantpay.com>
To: Ayoub Souinia <a.souinia@tickticktrader.com>
Cc: Yordan Yordanov merchantpay <yordan.yordanov@merchantpay.com>

30 November 2023 at 15:58

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.



Gergana Petrova (merchantpay)
Nov 30, 2023, 16:58 GMT+2

Hi Ayoub,

As per your AM's approval we have enabled the old recurring flow for Tick Tick Trader Ltd.

Please note we have created new terminals for the old recurring flow in order to avoid confusion with the current setup and so that you can easily switch to the new flow when you are ready.

Please find the new terminals and tokens for the old recurring below:

TickTickTraderLtd-TickTickTrader-USD-3D	e8c6801a0a4d06b6508ef51851fe9f894b946f37
TickTickTraderLtd-TickTickTrader-USD-CVVON	12a25d8721ec05eb4d521309d96830 24e27b074e
TickTickTraderLtd-TickTickTrader-USD-CVVOFF	a1c572e1eec4d9ff7b88fd47f87b98d83b89e75a

Please note the previous terminals are also active but they can be used for the new recurring only.

Please let us know if everything works as expected and if further assistance is needed.

Best regards,



Gergana Petrova
Web Integration & IT Support Engineer

T: +359 2 4487272

W: www.emerchantpay.com

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Yordan Yordanov emerchantpay

Nov 30, 2023, 15:47 GMT+2

Hi Gergana, Ayoub,

Thank you for your e-mails !

Yes, you have my approval.

Best Regards,



Yordan Yordanov
Senior Account Manager

T: +359 2 4485724 **internal:** 277

S: live:.cid.9864498226adabdd

W: www.emerchantpay.com

Follow us: [Twitter](#) . [Facebook](#) . [LinkedIn](#)

[Quoted text hidden]

[Quoted text hidden]

[316752-WRMMK]

Ayoub Souinia <a.souinia@tickticktrader.com>

30 November 2023 at 16:07

To: eMerchantPay Tech-Support <tech-support@merchantpay.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@merchantpay.com>

Dear Gergana and Yordan,

Thank you for your support.

Best regards,

[Quoted text hidden]

--

Ayoub Souinia

Tech Lead



tickticktrader.com



+1 201-754-1528



help@tickticktrader.com

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Ayoub Souinia <a.souinia@tickticktrader.com>

1 December 2023 at 23:02

To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, "abderrazak@tickticktrader.com" <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

Hi Gergana

I hope this message finds you well. I'm reaching out because I encountered a problem while processing a refund and would appreciate your insight. Below is the response I received for that request:

```
<payment_response>
  <transaction_type>refund</transaction_type>
  <status>declined</status>
  <unique_id>5920e35e002e320f4514374d3235d098</unique_id>
  <transaction_id>8972358118</transaction_id>
  <code>621</code>
  <technical_message>max refund volume in percent by terminal
exceeded</technical_message>
  <message>Payment currently not possible, please contact support!</message>
  <mode>live</mode>
  <timestamp>2023-12-01T20:43:28Z</timestamp>
  <descriptor>TickTickTrader</descriptor>
  <amount>495</amount>
  <currency>USD</currency>
  <sent_to_acquirer>false</sent_to_acquirer>
</payment_response>
```

Best regards,
Ayoub

[Quoted text hidden]

[Quoted text hidden]

eMerchantPay Tech-Support <tech-support@emerchantpay.com>

1 December 2023 at 23:22

Reply-To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, Alex Iliev emerchantpay <alex.iliev@emerchantpay.com>, "abderrazak@tickticktrader.com" <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.

**Lyubomir Stoyanov** (emerchantpay)

Dec 2, 2023, 00:22 GMT+2

Hi Ayoub,

This declined comes from one of our Risk filters that blocked the transaction

I have added your Risk Analyst - Alex Iliev to further assist on that decline.

Alex, could you please check the declined transaction associated with it's terminal and see if you can adjust the risk filter or advise?

Kind Regards,



Lyubomir Stoyanov

Web Integration & IT Support Engineer

T: +35924218495

W: www.emerchantpay.comFollow us: [Twitter](#) . [FaceBook](#) . [LinkedIn](#) .**Ayoub Souinia**

Dec 2, 2023, 00:03 GMT+2

Hi Gergana

I hope this message finds you well. I'm reaching out because I encountered a problem while processing a refund and would appreciate your insight. Below is the response I received for that request:

```
<payment_response>
  <transaction_type>refund</transaction_type>
  <status>declined</status>
  <unique_id>5920e35e002e320f4514374d3235d098</unique_id>
  <transaction_id>8972358118</transaction_id>
  <code>621</code>
  <technical_message>max refund volume in percent by terminal
exceeded</technical_message>
  <message>Payment currently not possible, please contact support!
</message>
  <mode>live</mode>
  <timestamp>2023-12-01T20:43:28Z</timestamp>
  <descriptor>TickTickTrader</descriptor>
  <amount>495</amount>
  <currency>USD</currency>
```



```
<sent_to_acquirer>false</sent_to_acquirer>
</payment_response>
```

Best regards,
Ayoub

On Wed, 22 Nov 2023 at 16:31, eMerchantPay Tech-Support <tech-support@emerchantpay.com> wrote:



Ayoub Souinia

Nov 30, 2023, 17:07 GMT+2

Dear Gergana and Yordan,

Thank you for your support.

Best regards,

[Quoted text hidden]

[Quoted text hidden]

[316752-WRMMK]

Ivan Genchev emerchantpay <Ivan.Genchev@emerchantpay.com>

4 December 2023 at 08:08

To: Tech-Support emerchantpay <Tech-Support@emerchantpay.com>, Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <Yordan.Yordanov@emerchantpay.com>, Alex Iliev emerchantpay <Alex.Iliev@emerchantpay.com>, "abderrazak@tickticktrader.com" <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

Hello Ayoub,

The refund limit has been adjusted and you can re-attempt it.

Best regards,



Ivan Genchev

Senior Fraud & Risk Analyst

T: + 359 2 4485720 **internal:** 273

S: live:.cid.c5dd7190c3f61ffc

W: emerchantpay.com

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From: eMerchantPay Tech-Support <tech-support@emerchantpay.com>
Sent: Saturday, December 2, 2023 12:23 AM
To: Ayoub Souinia <a.souinia@tickticktrader.com>
Cc: Yordan Yordanov emerchantpay <Yordan.Yordanov@emerchantpay.com>; Alex Iliev emerchantpay <Alex.Iliev@emerchantpay.com>; abderrazak@tickticktrader.com; saad souilmi <s.souilmi@tickticktrader.com>; Amine Sondali <amine@tickticktrader.com>
Subject: Re: Re: Spoofed sender (perm error) Spoofed sender (perm error) Issue Encountered with Transaction Start in NMI – Assistance Requested

##– Please type your reply above this line –##

[Quoted text hidden]

[316752-WRMMK]

Ayoub Souinia <a.souinia@tickticktrader.com>
To: Amine Sondali <amine@tickticktrader.com>

7 December 2023 at 15:35

----- Forwarded message -----

From: eMerchantPay Tech-Support <tech-support@emerchantpay.com>
Date: Thu, 30 Nov 2023 at 15:58
Subject: Re: Re: Spoofed sender (perm error) Spoofed sender (perm error) Issue Encountered with Transaction Start in NMI – Assistance Requested
To: Ayoub Souinia <a.souinia@tickticktrader.com>

[Quoted text hidden]

[Quoted text hidden]

--

Ayoub Souinia

Tech Lead



 tickticktrader.com

 +1 201-754-1528

 help@tickticktrader.com

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Sender notified by
Mailtrack

Ayoub Souinia <a.souinia@tickticktrader.com>
To: Amine Sondali <amine@tickticktrader.com>

7 December 2023 at 15:39

Forwarded Conversation

Subject: [Request received] Re: Spoofed sender (perm error) Spoofed sender (perm error) Issue Encountered with Transaction Start in NMI – Assistance Requested

From: **eMerchantPay Tech-Support** <tech-support@emerchantpay.com>

Date: Wed, 22 Nov 2023 at 14:36

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, abderrazak@tickticktrader.com <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

##- Please type your reply above this line -##



Your request (4694532) has been received and is being reviewed by our support staff.

Please note that in order to provide you with faster and better support we will need some details to identify you or your transaction in our system. In case you have missed, please provide us with the following details:

- Merchant name
- Transaction ID/ Unique ID
- API response

We appreciate your understanding on the matter.

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[316752-WRMMK]

From: **eMerchantPay Tech-Support** <tech-support@emerchantpay.com>

Date: Wed, 22 Nov 2023 at 16:31

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, abderrazak@tickticktrader.com <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.



Gergana Petrova (emerchantpay)

Nov 22, 2023, 17:31 GMT+2

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

[316752-WRMMK]

From: **eMerchantPay Tech-Support** <tech-support@emerchantpay.com>
Date: Thu, 30 Nov 2023 at 14:43
To: Ayoub Souinia <a.souinia@tickticktrader.com>
Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.



Gergana Petrova (emerchantpay)

Nov 30, 2023, 15:43 GMT+2

Hi Ayoub,

Thank you for getting back to us.

We are adding your Account Manager to the thread to advise on the change.

Hi Yordan, do we have your approval to enable the old recurring flow for the merchant Tick Tick Trader Ltd? They are currently set with the new flow, however, they are not ready to implement it yet.

Looking forward to your feedback.

Best regards,



Gergana Petrova
Web Integration & IT Support Engineer

T: +359 2 4487272

W: www.emerchantpay.com

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Ayoub Souinia

Nov 30, 2023, 14:54 GMT+2

Hi Gergana,

Could we enable the old recurring flow for our contract as the NMI new flow implementation isn't ready yet?

Thanks,
Ayoub

[316752-WRMMK]

From: **Yordan Yordanov emerchantpay** <Yordan.Yordanov@emerchantpay.com>
Date: Thu, 30 Nov 2023 at 14:47
To: Tech-Support emerchantpay <Tech-Support@emerchantpay.com>, Ayoub Souinia <a.souinia@tickticktrader.com>

Hi Gergana, Ayoub,

Thank you for your e-mails !

Yes, you have my approval.

Best Regards,



Yordan Yordanov

Senior Account Manager

T: +359 2 4485724 **internal:** 277

S: live:.cid.9864498226adabdd

W: www.emerchantpay.com

Follow us: [Twitter](#) . [Facebook](#) . [LinkedIn](#)

From: **eMerchantPay Tech-Support** <tech-support@emerchantpay.com>
Date: Thu, 30 Nov 2023 at 15:58
[Quoted text hidden]

[Quoted text hidden]
[316752-WRMMK]

From: **Ayoub Souinia** <a.souinia@tickticktrader.com>
Date: Thu, 30 Nov 2023 at 16:07
To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>
Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>

Dear Gergana and Yordan,

Thank you for your support.

Best regards,

--

Ayoub Souinia

Tech Lead



TickTick
Trader



tickticktrader.com



+1 201-754-1528



help@tickticktrader.com

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From: **Ayoub Souinia** <a.souinia@tickticktrader.com>

Date: Fri, 1 Dec 2023 at 23:02

To: eMerchantPay Tech-Support <tech-support@emerchantpay.com>

Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, abderrazak@tickticktrader.com <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

Hi Gergana

I hope this message finds you well. I'm reaching out because I encountered a problem while processing a refund and would appreciate your insight. Below is the response I received for that request:

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  <unique_id>5920e35e002e320f4514374d3235d098</unique_id>
  <transaction_id>8972358118</transaction_id>
  <code>621</code>
  <technical_message>max refund volume in percent by terminal
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  <message>Payment currently not possible, please contact support!</message>
  <mode>live</mode>
  <timestamp>2023-12-01T20:43:28Z</timestamp>
  <descriptor>TickTickTrader</descriptor>
  <amount>495</amount>
  <currency>USD</currency>
  <sent_to_acquirer>false</sent_to_acquirer>
</payment_response>
```

Best regards,
Ayoub

From: **eMerchantPay Tech-Support** <tech-support@emerchantpay.com>
Date: Fri, 1 Dec 2023 at 23:22
To: Ayoub Souinia <a.souinia@tickticktrader.com>
Cc: Yordan Yordanov emerchantpay <yordan.yordanov@emerchantpay.com>, Alex Iliev emerchantpay <alex.iliev@emerchantpay.com>, abderrazak@tickticktrader.com <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

##- Please type your reply above this line -##

Your request (4694532) has been updated. To add additional comments, reply to this email.



Lyubomir Stoyanov (emerchantpay)

Dec 2, 2023, 00:22 GMT+2

Hi Ayoub,

This declined comes from one of our Risk filters that blocked the transaction

I have added your Risk Analyst - Alex Iliev to further assist on that decline.

Alex, could you please check the declined transaction associated with it's terminal and see if you can adjust the risk filter or advise?

Kind Regards,



Lyubomir Stoyanov

Web Integration & IT Support Engineer

T: +35924218495

W: www.emerchantpay.com

Follow us: [Twitter](#) . [FaceBook](#) . [LinkedIn](#) .



Ayoub Souinia

Dec 2, 2023, 00:03 GMT+2

Hi Gergana

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  <transaction_type>refund</transaction_type>
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<status>declined</status>
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<transaction_id>8972358118</transaction_id>
<code>621</code>
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<mode>live</mode>
<timestamp>2023-12-01T20:43:28Z</timestamp>
<descriptor>TickTickTrader</descriptor>
<amount>495</amount>
<currency>USD</currency>
<sent_to_acquirer>false</sent_to_acquirer>
</payment_response>
```

Best regards,
Ayoub

On Wed, 22 Nov 2023 at 16:31, eMerchantPay Tech-Support <tech-support@emerchantpay.com> wrote:



Ayoub Souinia

Nov 30, 2023, 17:07 GMT+2

Dear Gergana and Yordan,

Thank you for your support.

Best regards,

[316752-WRMMK]

From: **Ivan Genchev emerchantpay** <Ivan.Genchev@emerchantpay.com>
Date: Mon, 4 Dec 2023 at 08:08
To: Tech-Support emerchantpay <Tech-Support@emerchantpay.com>, Ayoub Souinia <a.souinia@tickticktrader.com>
Cc: Yordan Yordanov emerchantpay <Yordan.Yordanov@emerchantpay.com>, Alex Iliev emerchantpay <Alex.Iliev@emerchantpay.com>, abderrazak@tickticktrader.com <abderrazak@tickticktrader.com>, saad souilmi <s.souilmi@tickticktrader.com>, Amine Sondali <amine@tickticktrader.com>

Hello Ayoub,

The refund limit has been adjusted and you can re-attempt it.

Best regards,



Ivan Genchev

Senior Fraud & Risk Analyst

T: + 359 2 4485720 **internal:** 273

S: live:.cid.c5dd7190c3f61ffc

W: emerchantpay.com

Follow us: Twitter . Facebook . LinkedIn

From: eMerchantPay Tech-Support <tech-support@merchantpay.com>

Sent: Saturday, December 2, 2023 12:23 AM

To: Ayoub Souinia <a.souinia@tickticktrader.com>

Cc: Yordan Yordanov emerchantpay <Yordan.Yordanov@merchantpay.com>; Alex Iliev emerchantpay <Alex.Iliev@merchantpay.com>; abderrazak@tickticktrader.com; saad souilmi <s.souilmi@tickticktrader.com>; Amine Sondali <amine@tickticktrader.com>

Subject: Re: Re: Spoofed sender (perm error) Spoofed sender (perm error) Issue Encountered with Transaction Start in NMI – Assistance Requested

##– Please type your reply above this line –##

[316752-WRMMK]

From: Ayoub Souinia <a.souinia@tickticktrader.com>
Date: Thu, 7 Dec 2023 at 15:35
To: Amine Sondali <amine@tickticktrader.com>

----- Forwarded message -----

From: eMerchantPay Tech-Support <tech-support@merchantpay.com>
Date: Thu, 30 Nov 2023 at 15:58
Subject: Re: Re: Spoofed sender (perm error) Spoofed sender (perm error) Issue Encountered with Transaction Start in NMI – Assistance Requested
To: Ayoub Souinia <a.souinia@tickticktrader.com>

[Quoted text hidden]

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