

**Worldline Multi Service Platform  
Transaction Management  
User Manual**

Worldline GmbH

Hahnstraße 25  
60528 Frankfurt am Main

and

Pascalstraße 19  
52076 Aachen

## Document Information

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<b>Author</b>	Erich Gormann, Heike Layyous
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# 1 Document Overview

## 1.1 Version Control

This document is updated continuously. Major modifications on content or size will lead to new release numbers, whereas textual revisions are reflected as new level numbers. The following list shows the document's history.

Version	Date	Author	Reason of modification
V 1.0	2015-09-15	Heike Layyous	Textual GUI Description of the MSP Transaction Management for ABN AMRO

## 1.2 Objective

This document describes the graphical web user interface for the Transaction Management as part of the Worldline Multi Service Platform in detail.

It provides information about the system requirements to run the web application, how to start it and how to navigate through the user interface screen dialogs. The meaning of all navigational, input and display elements will be explained. The descriptions are completed by a number of illustrations showing the "real" user interface GUI screens.

In the current release the graphical web user interface supports the following functions:

- **Operations:** Search, list search results, display detail information about each entity found
- **Requests:** Search, list search results, display detail information about each entity found
- **Messages:** Display the messages as part of the request details screen

## 1.3 Monitoring and Enforcement

The author of this document is responsible to verify regularly the classification, actuality and adequacy of the document.

The responsible department is also responsible to inform all managers of the units this document is valid for about validity and where applicable about changes of document. After approval and publication of this document the line managers are accountable to implement and to control the compliance with this document.

## 2 Introduction

After a short overview the document details out the general mask layout and all system functionalities of the Transaction Management GUI as part of the Worldline Multi Service Platform.

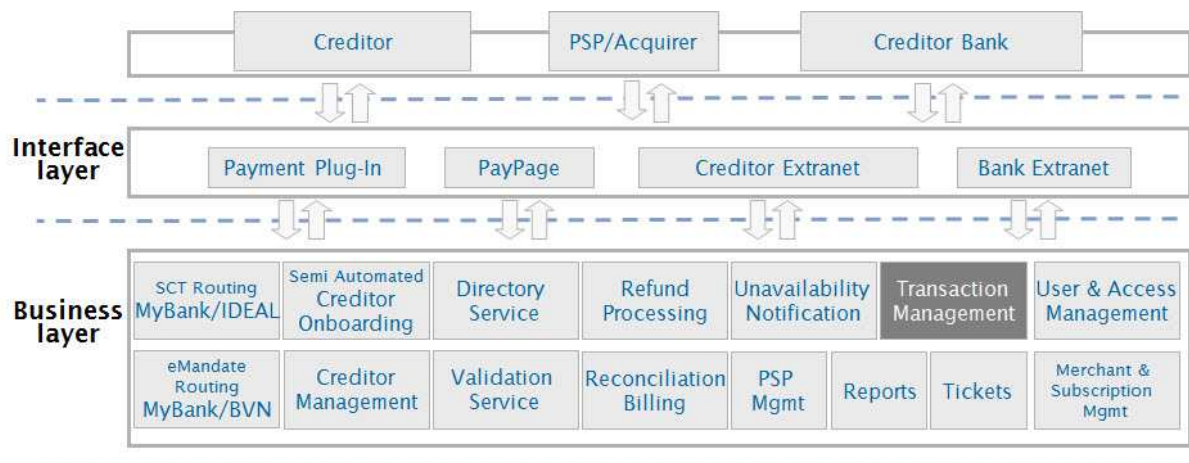


Illustration 1: Overview Worldline Multi Service Platform

The illustration above provides a general overview of the Worldline Multi Service Platform.

The Worldline Multi Service Platform is a totally white labeled solution which is easy to integrate in the bank processes. The architecture is modular and easy to modify.

It provides multi service capability to manage different Routing Services like iDEAL, MyBank SCT, eMandate, BVN eMandate. The merchant management and setup process is highly automated and for payments within Euro it is SEPA ready.

The Worldline Multi Service Platform provides a generic reporting functionality and gives maximum support for all types of merchants and PSPs (including collecting PSPs).

The Transaction Management is part of the Worldline Multi Service Platform adapted for ABN AMRO Bank. The GUI application allows its users to search for Operations, requests and messages generated in the scope of SEPA Credit Transfer and SEPA Direct Debit payments.

The research functionality provides several filter criteria in order to insure a diversified retrieval of data records.

The Transaction Management GUI application supports the following features:

- Access control (Login) via personified login page
- Multi language setting
- Search for Operations

- Display Operations result list
- Display detail Operation data with a list of all according requests.
- Display requests result list.
- Display detail request data with a list of all according XML messages.
- Export all lists and detail data in CSV and XML format.
- Print view of all lists and detail data.

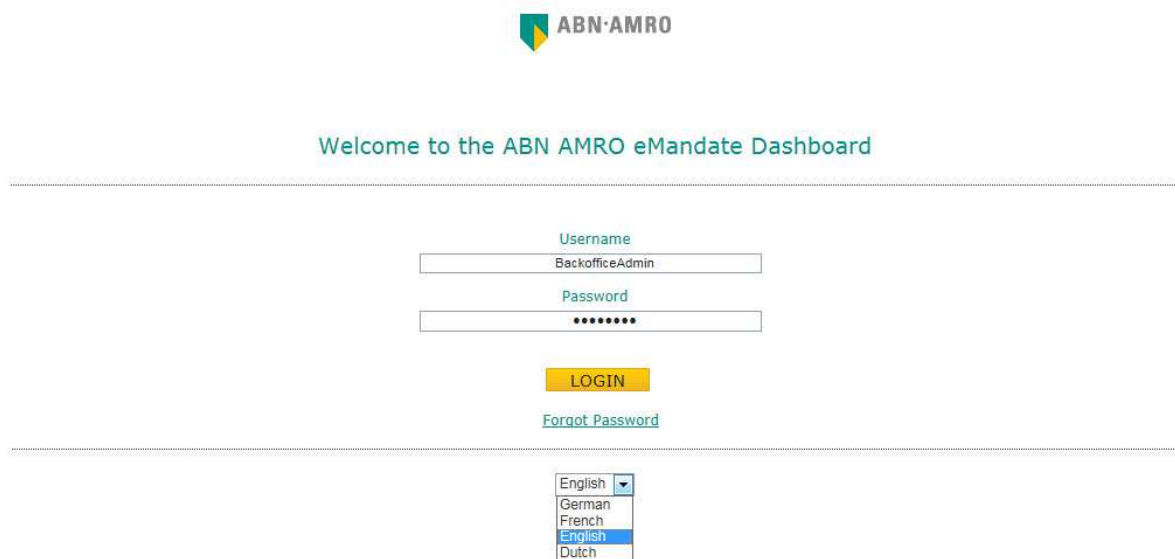
After a short introduction to the general mask layout, the document details out all system functionalities mentioned above.

The Transaction Management Graphical User Interface supports the following browsers:

- Mozilla Firefox
- Microsoft Internet Explorer from Version 9, recommended from version 11.
- Chrome

## 3 Overview

### 3.1 Login



The screenshot shows the login interface for the ABN-AMRO eMandate Dashboard. At the top, there is the ABN-AMRO logo. Below it, a teal banner reads "Welcome to the ABN AMRO eMandate Dashboard". The login form consists of two input fields: "Username" with the text "BackofficeAdmin" and "Password" with masked characters "\*\*\*\*\*". A yellow "LOGIN" button is positioned below the password field. A link "Forgot Password" is located below the login button. At the bottom, there is a language selection dropdown menu with options: English (selected), German, French, English, and Dutch.

Figure 1: Login screen

Use this form to log in the graphical web user interface. Enter your user name and your correct password in the according fields and submit. If the entered data don't match with your user data, an error message (Authorization failed) will be displayed on the screen.

A main menu item may probably have one or more sub menu items. It will become visible if the user clicks on the main menu item.

After clicking the desired main menu item the first sub menu item is marked as selected by default and the page associated with this preselected sub menu item is displayed directly without any further user interaction required.

In case of the main menu item **Transactions** these are the sub menu items **Operations and Requests**. The respective user dialogs are described from chapter **Transactions** (page 55ff.) on.

Concerning all general layout questions and proceedings please refer to chapters **Layout in General**, page 9ff. and **Search and Result Forms**, page 11ff.


More details to the login process, you will find in a later chapter.

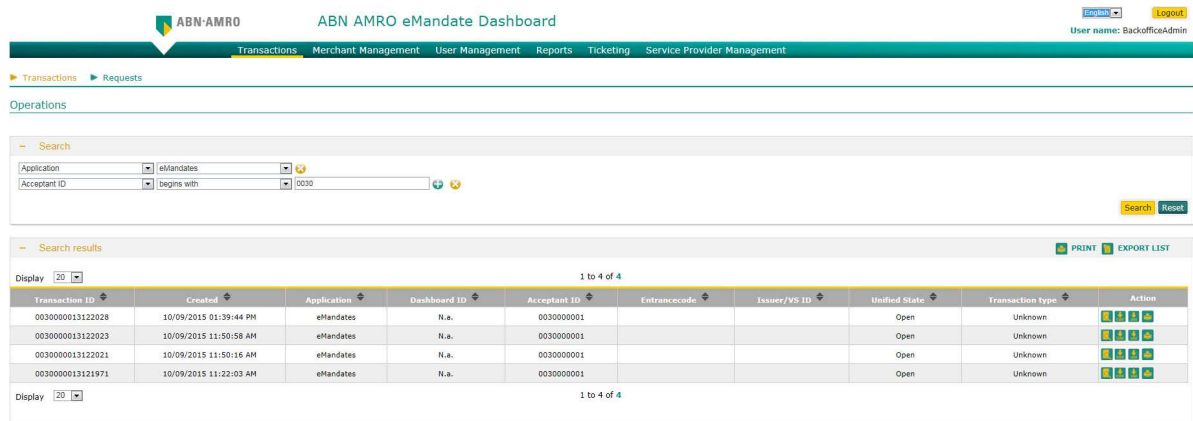
The structural and functional setting of most of the available forms is similar. So the next chapter details out general functions and typical tasks.



## 3.2 Layout in General

The illustration below shows the search and result list of the form **Search Operations** as an example for the general mask layout.

In order to achieve this dialog, we chose the main menu item **Transactions** and the sub menu item **Operations**. In a next step we selected the search criteria **Application** and chose the application **eMandates**. After clicking the  button another search line was created, here we selected **Acceptant ID** as additional criteria. As condition we chose **begins with** and inserted **0030** in the text field, because we only want to select Operations with Acceptant ID starting with the numbers 0030. After clicking the button **Search**, the result list was displayed on the screen as follows:



The screenshot shows the ABN AMRO eMandate Dashboard. The top header includes the ABN AMRO logo, the dashboard title, a language dropdown set to English, and a Logout button. The main navigation bar contains links for Transactions, Merchant Management, User Management, Reports, Ticketing, and Service Provider Management. The 'Transactions' menu is expanded, showing 'Operations' as the selected option. Below this, there is a search form with two criteria: 'Application' set to 'eMandates' and 'Acceptant ID' set to 'begins with' with the value '0030'. A 'Search' button is visible. Below the search form, the 'Search results' section shows a table with 4 results. The table has columns for Transaction ID, Creator, Application, Dashboard ID, Acceptant ID, Entrancencode, Issuer/VS ID, Unified State, Transaction type, and Action. The results are filtered to show only those with Acceptant ID starting with 0030.













Transaction ID	Creator	Application	Dashboard ID	Acceptant ID	Entrancencode	Issuer/VS ID	Unified State	Transaction type	Action
0030000013122028	10/09/2015 01:39:44 PM	eMandates	N.a.	0030000001			Open	Unknown	  
0030000013122023	10/09/2015 11:50:58 AM	eMandates	N.a.	0030000001			Open	Unknown	  
0030000013122021	10/09/2015 11:50:16 AM	eMandates	N.a.	0030000001			Open	Unknown	  
0030000013121971	10/09/2015 11:22:03 AM	eMandates	N.a.	0030000001			Open	Unknown	  

Figure 2: General GUI layout

At the top of the active screen the system name, "ABN AMRO eMandate Dashboard", a combo box for changing the language of the application and the so-called branding, in this case the ABN AMRO bank logo, is included.

You can use the combo-box to change the language setting at runtime:

If the user is logged in to the application, the language will automatically be switched to the language that has been assigned to the user account. In our example the application language is English: All forms displayed on the screen include English text. If you change the language settings via the combo box for example to Dutch, all available menu items and the form text immediately will be displayed in Dutch language and Dutch is stored for your user in the database. If you start the application again at a later time, the application language will be Dutch.

**But note:** The initial language of the **login page** at start-up depends on the current system setting. If you use the drop down box on the login page to change the language it only will be switched temporary and will not be stored in the data base. For example, if the system language is set to French, the login page will be displayed always in French language, irrespective of whether it was changed before or not.

Depending on the user role, the displayed login information can vary. After successful login as merchant your user name is displayed in the header, as bank user (here: BackofficeAdmin), only the user name is displayed:



Figure 3: Example Login as bank user

The link **Logout** leads to the following dialogue:



Figure 4: Logout Dialog

This dialog will enable you to decide, if you really want to log out the system. If you want to follow up working, use the link: **No**.

You are immediately forwarded back to the GUI applications **Welcome screen**.

If you click the link **Yes**, the system will process the log out and the login page will be displayed on the screen again.

Now back to the general mask layout: In the same section– in the middle of the screen – you'll find beside user information the navigation bar.

Here all main menu options are displayed. Which functionalities are available, depends on the user role the current user has.

In the same time the navigation bar serves as guidance: The active link is marked in orange letters, inactive links are displayed in green colour.

All links to the main menu items are integrated in the green borderline at the top of the screen and are shown in white colour, additionally an active link is underlined in orange colour. So you can see at any time in which section you are working.

Depending on the selected functionality and its according forms, the main-content area may have several possible appearances. It includes forms which belong to the selected main menu option. The contents and appearances of these forms depend on the selected business process' requirements.

If there are several tasks belonging to one business process – as in our example to the business process **Transaction** the tasks **Operations** and **Requests**, you will select each single task via the concerning tab. If there are several tabs, the active tab will be marked in orange letters (here: **Transactions**). Additionally below the tabs you'll find information about the active form you are working on (here Transactions -> Operations).



Figure 5: Main menu options and tabs

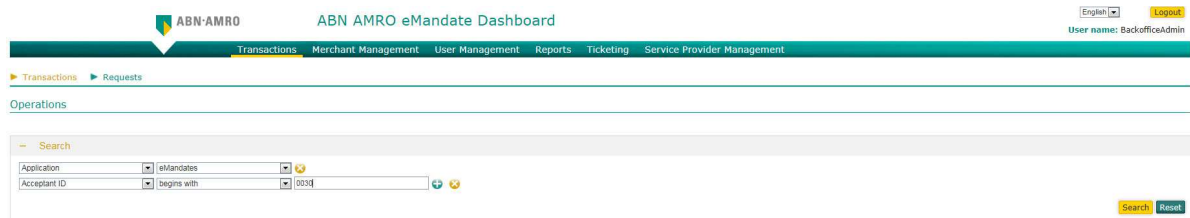


Figure 6: Close search panel

Most of the displayed forms contain a so called close or open button. Clicking on this button the area (e.g. search or search results) can always be hidden or shown (see – Search).

Mainly if a search is successful and the result list extensive, it will make sense to hide the area of search criteria in order to win more space for the result list in the main content area. Depending on the selected functionality and its according forms, the main content area may have several possible appearances:

- Search form and result list
- Details of an entity
- Warnings and System Messages
- GUI Screen Printing and Export



Figure 7: Footer

The bottom of the page contains the footer. It includes production year, copyright data and the current version number.

## 3.3 Search and Result Forms

### 3.3.1 Search

#### 3.3.1.1 Overview

The search form enables the user to a directive search for data records in order to

- get further information on the displayed records and / or
- trigger follow-up action (e.g. details view, print or export).

The entry to these follow-up actions is via the search form and its result list. The illustration below shows a typical search form:

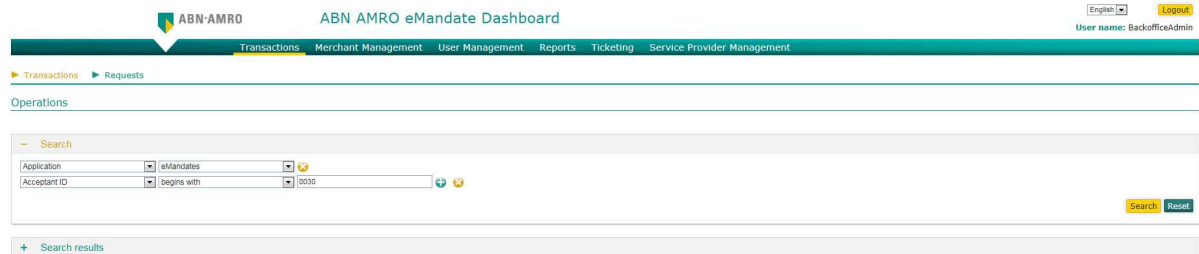




Figure 8: A typical search form

The form is composed of an input area on the top and a result area on the bottom of the panel. The example shows the input area. Within the input area several filter conditions may be concatenated automatically by **and**. If you open the form for the first time, you find a predefined standard search setting. This may consist of only one filter criteria, a combo box including a condition and an input field or – due to the requirements of the business process – a combination of several criteria.

To change the standard setting, define and process an individual search, you can either start a so called wild card search (no specification of filter criteria) or a research using one or more criteria (see chapter 3.3.1.5 Individual Search based on two or more filter criteria).

To maximize the list of criteria, use the button **ADD**  , to minimize it use the button **REMOVE**  or start a wildcard search.

### 3.3.1.2 Wildcard Search

Starting a search, you always have the possibility to leave the input field empty: the system will start a so called wildcard search. That means: In our example all available Operations are retrieved in single blocks of a pre-defined size in the result area of the form. The first column of the result list includes the **Acceptant ID**.

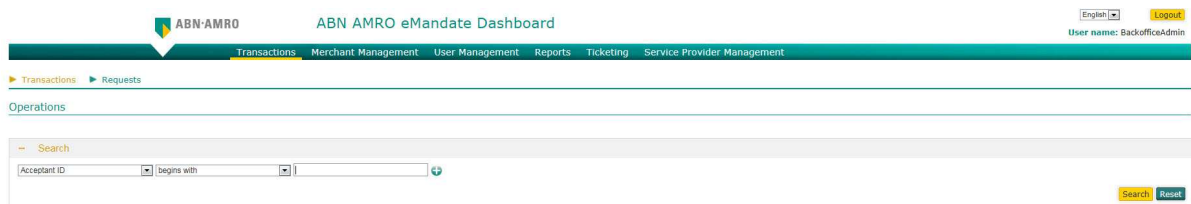
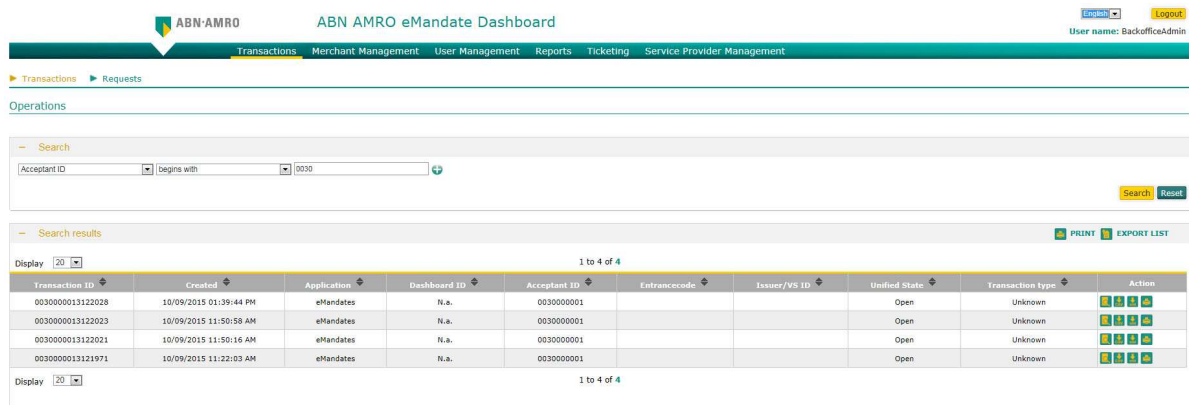


Figure 9: Wildcard Search

### 3.3.1.3 Individual Search based on one filter criterion

For an individual search, choose a search criterion from the first combo box. The list box besides includes an appropriate selection of filter conditions for the selected criterion. Which filter conditions are available, depends on the character of this criterion.

A criterion could be for example any ID, e.g. the Acceptant ID. In our example we chose the **Acceptant ID**, which contains alphanumerical characters. Now the list box offers the suitable conditions for IDs with alphanumerical characters: **begins with**, **contains**, **equal**, and **not equal**: We selected the condition **begins with** and inserted 0030 into the text field. This means, that the user wants to view all Operations with IDs beginning with the numbers 0030. The search process takes exactly these setting into account: all Operations, which Acceptant IDs starting with the number 0030, will be displayed in the result list, if there exist such values.<sup>1</sup>



ABN AMRO eMandate Dashboard

Search results

Transaction ID	Created	Application	Dashboard ID	Acceptant ID	Entrancecode	Issuer/VIS ID	Unified State	Transaction type	Action
0030000013122028	10/09/2015 01:39:44 PM	eMandates	N.a.	0030000001			Open	Unknown	[Icons]
0030000013122023	10/09/2015 11:50:58 AM	eMandates	N.a.	0030000001			Open	Unknown	[Icons]
0030000013122021	10/09/2015 11:50:16 AM	eMandates	N.a.	0030000001			Open	Unknown	[Icons]
0030000013121971	10/09/2015 11:22:03 AM	eMandates	N.a.	0030000001			Open	Unknown	[Icons]

Figure 10: Search form – Individual Search

There are also criteria, which do not have a set of comparison expressions associated with them, but show a list of predefined values after being selected. For example if the criterion **Unified State** is selected, the text field cannot be filled with numbers, you have to specify the status, as e.g. **AUTHORISED**.

### 3.3.1.4 Search settings and filter conditions

As stated above we saw, that the number and type of selectable filter conditions depend on the character of the search criteria. The following table gives a survey of possible combinations.<sup>2</sup>

In addition further search settings and conditions are explicated in the course of the document:

<sup>1</sup> Possible combinations are explicated in table 1 and in the course of the document.

<sup>2</sup> This table also includes some other possible criteria, which are not relevant for the transaction management.

Name	Description
Criteria as: Initiating party id Initiating party Reference ID Validation service ID Transaction ID Acceptant ID	Because all of the criteria listed in the left column can consist of alphanumerical characters, you can use the following comparisons suitable for AN values:  <b>begins with:</b> Enter only the first or some more numbers or letters of the term you're searching for. <b>contains:</b> Enter some numbers or letters of the term you're searching for. The entered letters can be located anywhere in the term you're searching for (start, middle or end). <b>equal:</b> Enter the complete expression you're looking for. <b>not equal:</b> Enter one or more letters or numbers the term you're searching for may not contain.
Criteria as: Application Unified State Type Transaction	Those criteria do not have a set of comparison expressions associated with them, but show a list of predefined values after being selected. Those predefined values are usually status values, types, etc.

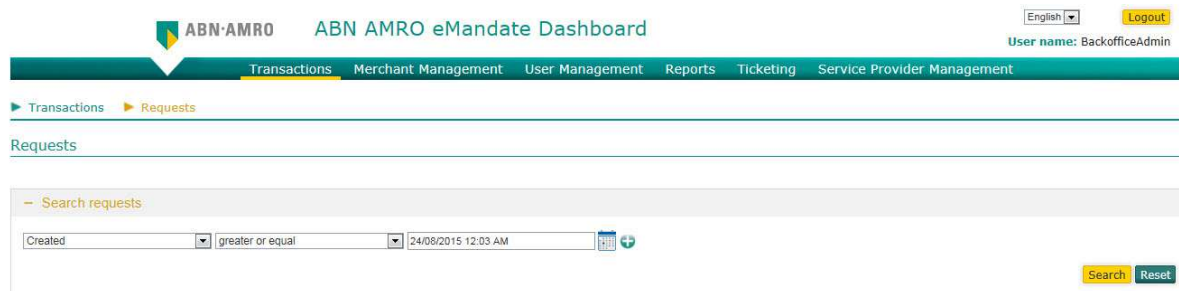
Table 1: Usage of search criteria

Now let's have a look on the criterion **Created**: <sup>3</sup>

A search criterion as **Created** owns on database side a date or timestamp format.

To support the user in entering correctly formatted date or timestamp values, a date picker button is shown. It is placed on the right side next to the search term input field.

This text field isn't changeable, the setting is read only. Therefore the user can only use the date picker calendar element to select a value, which will be inserted automatically into the search term input field.



The screenshot shows the 'ABN AMRO eMandate Dashboard' with a navigation bar containing 'Transactions', 'Merchant Management', 'User Management', 'Reports', 'Ticketing', and 'Service Provider Management'. The 'Requests' section is active. Below the navigation bar, there is a search form titled 'Search requests'. The form has a dropdown menu set to 'Created', a comparison operator dropdown set to 'greater or equal', and a date input field containing '24/08/2015 12:03 AM'. To the right of the date field is a date picker icon. At the bottom right of the form are 'Search' and 'Reset' buttons. The top right of the dashboard shows 'English' and 'Logout' buttons, and the user name 'BackofficeAdmin'.

Figure 11: Search form – conditions

<sup>3</sup> In the transaction management there are two different kinds of search settings for the criterion created. This description refers to the option using the date picker element (Search Requests).

If you start the search process, all Requests, which are created in the same time or later than the selected date (according to the selected condition **greater or equal**), will be displayed in the result list.

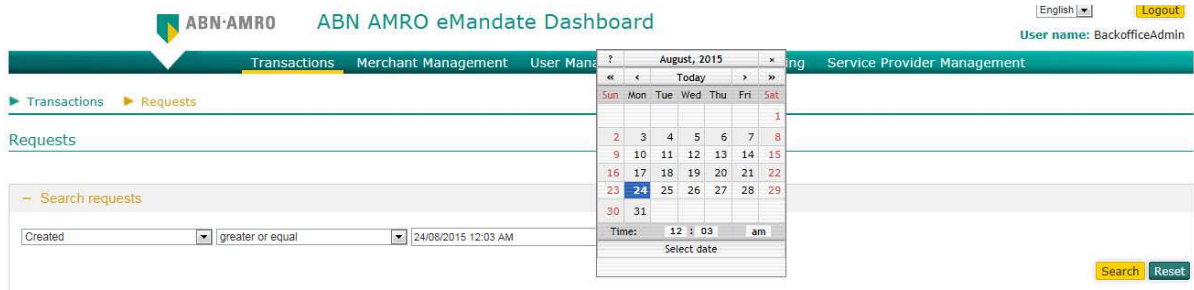


Figure 12: Search form – date picker element

To search for items created in a certain time range, you can add one or more search criteria line(s) in the finder panel.

How to carry out such a search is explained in the next chapter.

### 3.3.1.5 Individual Search based on two or more filter criteria

For a customized search based on two or more criteria you can work with several search lines via using the buttons **ADD**  or **REMOVE** .

We will explain how to carry out a customized search by means of the example **created:**

Assumed you start a research on 24/08/2015 12:03 PM and would like to search for Requests, which are processed in the same time or later.


If you select the criteria **created** from the combo box, the input field will automatically be filled with the current timestamp. In the next step select a condition from the combo box – in our case **greater or equal**– and use the left mouse cursor to click into the input field or on the calendar. Finally you can use the calendar to choose time and date for your research as follows:



Figure 13: Search form - date


To change between the months or weeks, use the different arrow-buttons.

A mouse click on the link **Today** or into the input field resets the date to the current time and date.

To add a second criterion line in the finder panel use the button **ADD** :


Now you can define the second search line:

In our example we chose **Application** as second criterion with the name eMandates. The system will automatically combine the inserted date in the first line with the defined application name in the second line, what means: Exactly all Requests created after 24/08/2015 12:03 PM on the application eMandates will be displayed in the result list.

Now you can select a third line via clicking the button **ADD** :

In our example we chose **Transaction ID** as third – numerical - criterion and combine it with the condition **begins with**. In the text field we inserted the number "0030".

Now you can click the button **Search** to trigger the search process. The system automatically combines and controls your input data.

Or you also can repeat the procedure as long as you have reached the desired search adjustments. To close the last search line, click the button .

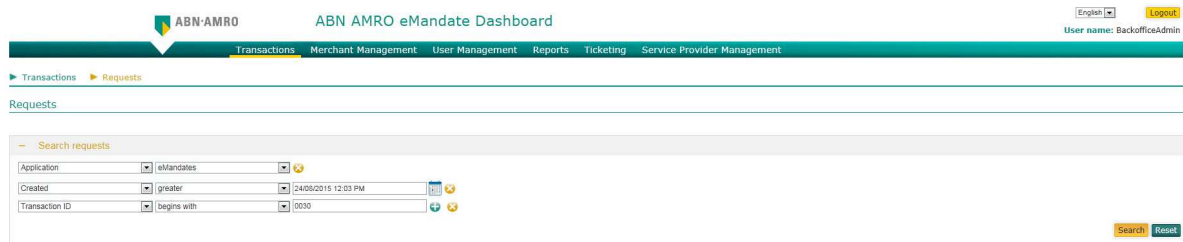
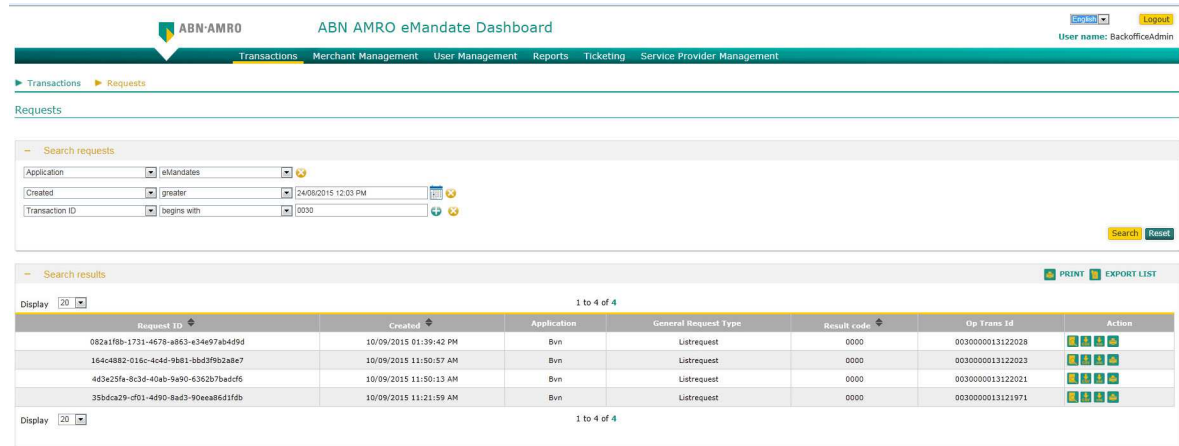


Figure 14: Search – two or more criteria

In our example the following customized search will be carried out:

The system automatically combines the inserted date in the first line with the defined application name in the second line, and matches it with the information of the third line, what means: Exactly all Requests created after 24/08/2015 at 12:03 PM on the application eMandates, which transaction id starts with the numbers "0030" will be displayed in the result list.





**ABN-AMRO eMandate Dashboard**

Transactions Merchant Management User Management Reports Ticketing Service Provider Management

Requests

**Search requests**

Application: eMandates  
Created: greater 24/09/2015 12:03 PM  
Transaction ID: begins with 0030

**Search results**

1 to 4 of 4

Request ID	Created	Application	General Request Type	Result code	Op Trans Id	Action
082x1fb-1731-4678-a853-434e97ab499d	10/09/2015 01:39:42 PM	Bvm	Listrequest	0000	0030000013122028	[Icons]
164c4882-016c-4c4d-9881-bbd79b2a8e7	10/09/2015 11:50:57 AM	Bvm	Listrequest	0000	0030000013122023	[Icons]
4d3e25fa-8c3d-40ab-9a90-6362b7bedcf6	10/09/2015 11:50:13 AM	Bvm	Listrequest	0000	0030000013122021	[Icons]
35bdca29-df01-4490-8ad3-90eaa8d3fbd	10/09/2015 11:21:59 AM	Bvm	Listrequest	0000	0030000013121971	[Icons]

Figure 15: Search criteria and Result List of a customized search

If the defined filter conditions don't lead to a result, the search mask will be redisplayed in the main content area. Below the search mask an empty result table and a message as shown in the example "No requests found" is displayed.



**Requests**

**Search requests**

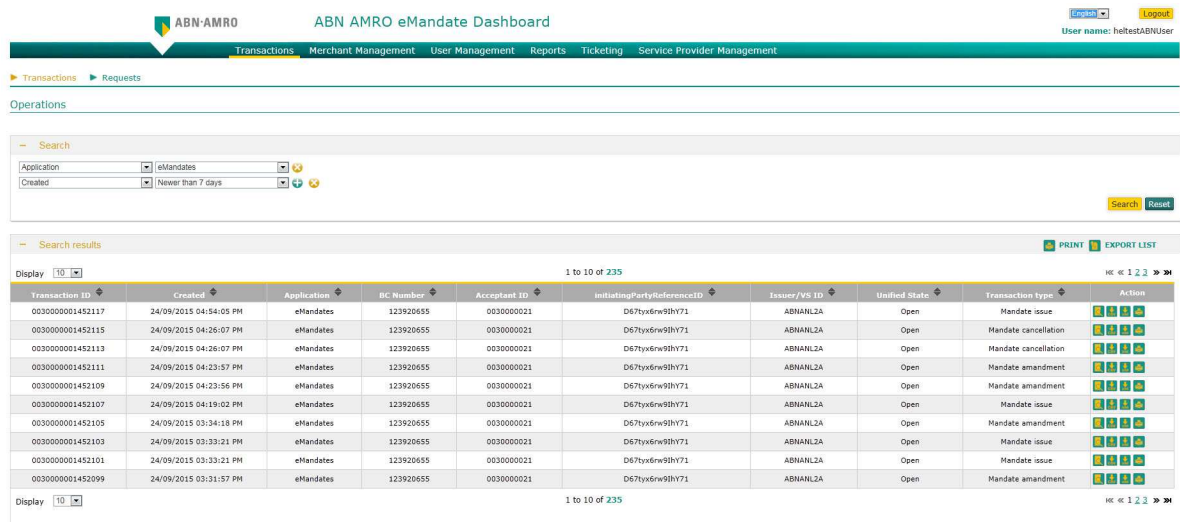
Application: eMandates  
Created: greater 14/09/2015 12:03 PM

No requests found

Figure 16: Search form – no requests found

### 3.3.2 Search Result

Generally a result list displays the data records found in a table (our example shows the operation search mask of the main menu item Transactions :



**ABN-AMRO eMandate Dashboard**

Transactions Merchant Management User Management Reports Ticketing Service Provider Management

Operations

**Search**

Application: eMandates  
Created: Newer than 7 days

**Search results**

1 to 10 of 235

Transaction ID	Created	Application	BC Number	Acceptance ID	InitiatingPartyReferenceID	Issuer/Vs ID	Unified State	Transaction type	Action
0030000001452117	24/09/2015 04:54:05 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate issue	[Icons]
0030000001452115	24/09/2015 04:26:07 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate cancellation	[Icons]
0030000001452113	24/09/2015 04:26:07 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate cancellation	[Icons]
0030000001452111	24/09/2015 04:23:57 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate amendment	[Icons]
0030000001452109	24/09/2015 04:23:56 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate amendment	[Icons]
0030000001452107	24/09/2015 04:19:02 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate issue	[Icons]
0030000001452105	24/09/2015 03:34:18 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate amendment	[Icons]
0030000001452103	24/09/2015 03:33:21 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate issue	[Icons]
0030000001452101	24/09/2015 03:33:21 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate issue	[Icons]
0030000001452099	24/09/2015 03:31:57 PM	eMandates	123920655	00300000021	D67yx6rw9bY71	ABNANLZA	Open	Mandate amendment	[Icons]

Figure 17: Search Result List

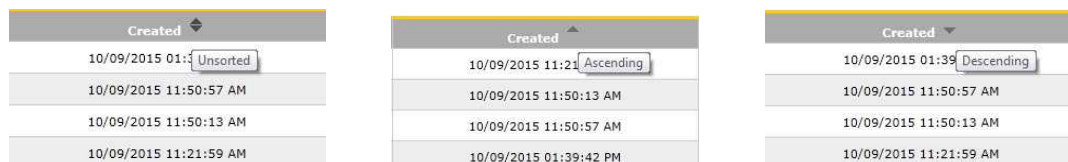
As standard the displayed number of results is 20 (see Fig. 16) . The results are retrieved in single blocks of a pre-defined size. Each result list includes a drop down box **Display** which you can use to change the number of rows as selected. The maximum number to be displayed is 100. A message informs about the total number of results and the active number of displayed results. Generally all result tables include standard buttons and pagination to browse through the result table or navigate from one block to the other:

Button	Description
«	Previous
«	Previous inactive
«	First
«	First inactive
»	Next
»	Next inactive
»	Last
»	Last inactive

Table 2: Pagination buttons

Furthermore clicking on any column header you can sort the result up (descending) and down (ascending).




As standard the result data are unsorted. The first click on the arrow leads to an ascending grading, a second click to a descending grading:



Created ▾	Created ▴	Created ▾
10/09/2015 01:11:39 Unsorted	10/09/2015 11:21:13 Ascending	10/09/2015 01:39:42 Descending
10/09/2015 11:50:57 AM	10/09/2015 11:50:13 AM	10/09/2015 11:50:57 AM
10/09/2015 11:50:13 AM	10/09/2015 11:50:57 AM	10/09/2015 11:50:13 AM
10/09/2015 11:21:59 AM	10/09/2015 01:39:42 PM	10/09/2015 11:21:59 AM

Figure 18: Sorting possibilities

The result rows may be partially selected and it is possible to perform further tasks that correspond to the selected row data (e.g. displaying a detail form). By default the context menu contains the following default actions:

Button	Description
 <b>PRINT</b>	PRINT: Opens preview, from where the data of all results matching the entered filter criteria can be printed, not only the ones visible in the result list.
 <b>EXPORT LIST</b>	EXPORT LIST: Shows a dropdown with two export options, if the mouse pointer is hovered over this button.
 <b>EXPORT CSV</b>	EXPORT CSV: Opens dialog window from where the data of all results matching the entered filter criteria with all supported columns can be exported in CSV format, not only the ones visible in the result list.






Button	Description
 <b>EXPORT XML</b>	EXPORT XML: Opens dialog window from where the data of all results matching the entered filter criteria with all supported columns can be exported in XML format, not only the ones visible in the result list.
	Details: Changes the main content view and goes to the Overview form – details view.
	Export: Opens a dialog from where the selected data can be exported to csv-format.
	Export: Opens a dialog from where the selected data can be exported to xml-format.
	Print: Opens a preview, from where the data can be printed.

Table 3: Result List action buttons

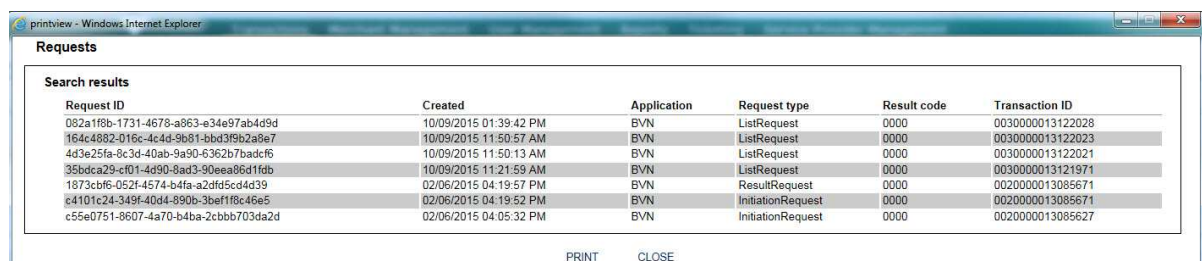
## 3.4 Print and Export

At any time it is possible to export and print data shown on a screen or the full result of a search Operation to CSV and XML format on the local workstation.

### 3.4.1 Print

Press the button **PRINT** at the upper right border of the search result list and a new window opens with a printer friendly (black / white) representation of the result list data. The print window contains two buttons **PRINT** and **CLOSE** in order to print the data or change back to the last screen view.

Pressing the button or Link **PRINT**, the print dialog will be opened to select and setup the used printer.



Request ID	Created	Application	Request type	Result code	Transaction ID
082a1f8b-1731-4679-a963-a34e97ab4d9d	10/09/2015 01:39:42 PM	BVN	ListRequest	0000	0030000013122028
164c4882-016c-4c4d-9b81-bbd3f9b2a9e7	10/09/2015 11:50:57 AM	BVN	ListRequest	0000	0030000013122023
4d3e25fa-8c3d-40ab-9a90-6362b7badcf6	10/09/2015 11:50:13 AM	BVN	ListRequest	0000	0030000013122021
35bdc29-cf01-4d90-8ad3-90eea86d1fdb	10/09/2015 11:21:59 AM	BVN	ListRequest	0000	0030000013121971
1873cbf6-052f-4574-b4fa-a2dfd5cd4d39	02/06/2015 04:19:57 PM	BVN	ResultRequest	0000	0020000013085671
e4101c24-349f-40d4-890b-3bef1f8c46e5	02/06/2015 04:19:52 PM	BVN	InitiationRequest	0000	0020000013085671
c55e0751-8607-4a70-b4ba-2cbbb703da2d	02/06/2015 04:05:32 PM	BVN	InitiationRequest	0000	0020000013085627

Figure 19: Print view of an Operation search result list

### 3.4.2 Export

Hoover with the mouse pointer above the Link **EXPORT LIST** and press the item **EXPORT CSV** or **EXPORT XML**, which are visible both now as fly out menu entries.

After pressing the link **EXPORT CSV** or **EXPORT XML** the application internally generates the content for the download file and serves it as download stream to the web browser.

While the CSV format has flat data representation, XML has a hierarchical one, so both exports differ in their structure a bit.

```

<?xml version="1.0" encoding="UTF-8"?>
- <mybank-request-data>
  - <mybank-request deleted="false">
    <requestId>082a1f8b-1731-4678-a863-e34e97ab4d9d</requestId>
    <bankId>ABN</bankId>
    <generalInitiatingPartyId>N.a.</generalInitiatingPartyId>
    <createTime>10/09/2015 01:39:42 PM</createTime>
    <application>BVN</application>
    <generalRequestType>ListRequest</generalRequestType>
    <resultCode>0000</resultCode>
    <opTransId>0030000013122028</opTransId>
  </mybank-request>
  - <mybank-request deleted="false">
    <requestId>164c4882-016c-4c4d-9b81-bbd3f9b2a8e7</requestId>
    <bankId>ABN</bankId>
    <generalInitiatingPartyId>N.a.</generalInitiatingPartyId>
    <createTime>10/09/2015 11:50:57 AM</createTime>
    <application>BVN</application>
    <generalRequestType>ListRequest</generalRequestType>
    <resultCode>0000</resultCode>
    <opTransId>0030000013122023</opTransId>
  </mybank-request>
  - <mybank-request deleted="false">
    <requestId>4d3e25fa-8c3d-40ab-9a90-6362b7badcf6</requestId>
    <bankId>ABN</bankId>
    <generalInitiatingPartyId>N.a.</generalInitiatingPartyId>
    <createTime>10/09/2015 11:50:13 AM</createTime>
    <application>BVN</application>
    <generalRequestType>ListRequest</generalRequestType>
    <resultCode>0000</resultCode>
    <opTransId>0030000013122021</opTransId>
  </mybank-request>
  - <mybank-request deleted="false">
    <requestId>35bdca29-cf01-4d90-8ad3-90eea86d1fdb</requestId>
    <bankId>ABN</bankId>
    <generalInitiatingPartyId>N.a.</generalInitiatingPartyId>
    <createTime>10/09/2015 11:21:59 AM</createTime>
    <application>BVN</application>
    <generalRequestType>ListRequest</generalRequestType>
    <resultCode>0000</resultCode>
    <opTransId>0030000013121971</opTransId>
  </mybank-request>
  - <mybank-request deleted="false">
    <requestId>1873cbf6-052f-4574-b4fa-a2dfd5cd4d39</requestId>
    <bankId>ABN</bankId>
    <generalInitiatingPartyId>N.a.</generalInitiatingPartyId>
    <createTime>02/06/2015 04:19:57 PM</createTime>
    <application>BVN</application>
    <generalRequestType>ResultRequest</generalRequestType>
    <resultCode>0000</resultCode>
    <opTransId>0020000013085671</opTransId>
  </mybank-request>

```

Figure 20: Result list export as XML file

	A	B	C	D	E	F	G	H	I
1	Request ID	Bank ID	Dashboard ID	Created	Application	Request type	Result code	Transaction ID	
2	082a1f8b-1731-4678-a863-e34e97ab4d9d	ABN	N.a.	#####	BVN	ListRequest	0	3E+13	
3	164c4882-016c-4c4d-9b81-bbd3f9b2a8e7	ABN	N.a.	#####	BVN	ListRequest	0	3E+13	
4	4d3e25fa-8c3d-40ab-9a90-6362b7badcf6	ABN	N.a.	#####	BVN	ListRequest	0	3E+13	
5	35bdca29-cf01-4d90-8ad3-90eea86d1fdb	ABN	N.a.	#####	BVN	ListRequest	0	3E+13	
6	1873cbf6-052f-4574-b4fa-a2dfd5cd4d39	ABN	N.a.	#####	BVN	ResultRequest	0	2E+13	
7	c4101c24-349f-40d4-890b-3bef1a2d4d39	ABN	N.a.	#####	BVN	InitiationRec	0	2E+13	
8	c55e0751-8607-4a70-b4ba-2cbb1a2d4d39	ABN	N.a.	#####	BVN	InitiationRec	0	2E+13	
9									

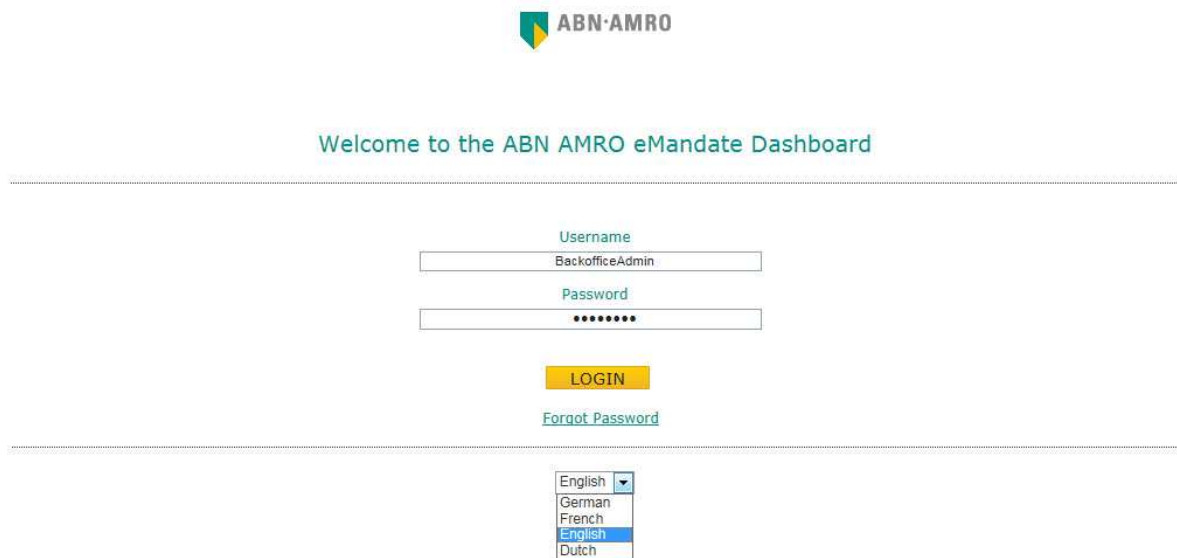
Figure 21: Result list export as CSV file

## 4 Application Login

To open the application in your web browser ensure that the client certificate for the SSL connection to the web server hosting the application is appropriately installed. For more information ask your operator or technical support.

If the certificate is present in your web browser, ask your technical support for the exact application URL.

If the correct URL opens, the Worldline Multi Server Platform web user interface will start with the following logon screen:



The screenshot shows the login interface for the ABN-AMRO eMandate Dashboard. At the top center is the ABN-AMRO logo. Below it, the text "Welcome to the ABN AMRO eMandate Dashboard" is displayed in a teal color. The login form consists of two input fields: "Username" with the text "BackofficeAdmin" and "Password" with masked characters "\*\*\*\*\*". Below these fields is a yellow "LOGIN" button. Under the button is a teal link "Forgot Password". At the bottom of the form is a language selection dropdown menu currently set to "English", with options for "German", "French", "English", and "Dutch".

Figure 22: Login page

Enter your user name and the correct password in the according fields and submit via the button **Enter**. If the entered data don't match with your user data, an error message (Authorization failed) will be displayed on the screen.

Most of the browsers allow saving log-on data. If you agree to save your data, the system will display your settings during the next system start. Via mouse click you can select the data, which are taken over automatically.



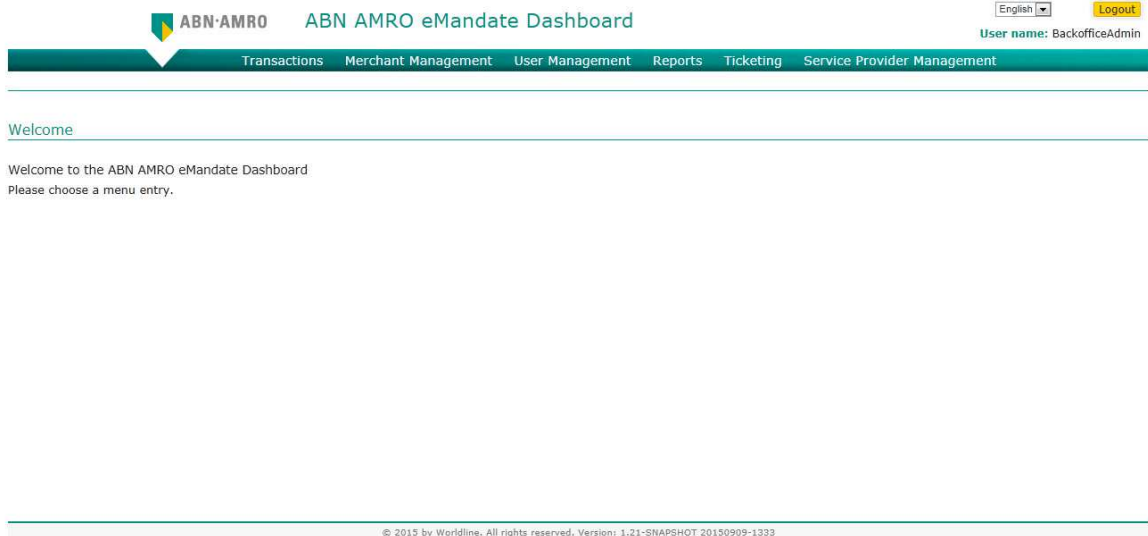


Figure 23: Welcome screen

If you have logged in successfully to the **Welcome Page**, all main menu items will be displayed in the menu area at the top of the application window below the application title. In the current release these are the main menu items **Transactions**, **Merchant Management**, **User Management**, **Reports**, **Ticketing** and **Service Provider Management**.

The main menu item **TRANSACTIONS** is the parent menu item of the two sub menu items **Transactions and Requests**.

Selecting the **Transaction Management** will show the associated sub menu items and opens the Transactions Search dialog automatically without any further user interaction through the user.

If you want to select another sub menu item than **Transactions**, just click on the menu item. After that it will be marked as selected (underlined in orange colour).

All sub menu items associated with Transactions offer functionality to search for different entities like Transaction Data. For the search different filter criteria can be used in any combination, result lists and detail data screens are displayed and all data can be printed. (see chapter 3.2 Layout in General and 3.3 Search and Result Forms).

## 4.1 Login Page - Forgot Password

Use the link **[Forgot Password](#)** in the login mask of the application to request a new password. The following page is displayed on the screen:



Figure 24: Start screen request new password

As you can see in the illustration you have to fill in the following two input fields correctly:

**Username:** Insert you User name.

**Email:** Insert your valid Email Address.

After clicking the button **REQUEST NEW PASSWORD** the system validates the entered eMail address and controls if the combination of User name and eMail address exists. In case of unsuccessful validation the system displays an according error message like "The combination of User name and entered eMail address does not exist".

If the validation was successful, a system message informs you, that you will receive an Email asking you to renew your password by clicking the link embedded in the message. In the same time a link pointing to the password renewal page is generated by the system and an eMail is sent to the mail address given in the appropriate user data record.

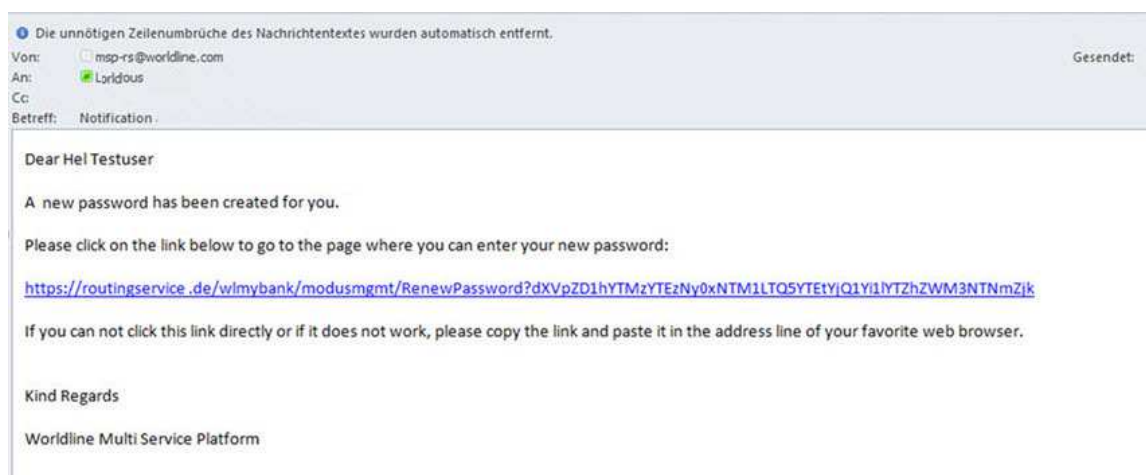


Figure 25: Example of a notification Email message

After clicking the link the following page is displayed on the screen:





ABN-AMRO

Renew Password

new password

repeat password

SAVE

Figure 26: Renew Password

Enter your new password in the according fields twice and use of the password rules, which you can view after clicking the blue question mark button.

It is important to select an unique password, not one which is already in use in another context or has been used before.

After clicking the button **Save**, the system starts the validation process as follows:

- Both passwords must be identical.
- The new password must match the valid password rules.

After successful validation the new password will be stored in the system database.

Now the login page is re-displayed on the screen including a system message, which invites you to login using your new password. After clicking the button **Save**, the validation process starts:

- Does a user with the entered Alias and password exist?
- Is the user found in the right state to perform login (not blocked, not deleted)?

After successful authentication and authorization by the system, all user information is made available to the application session and the Welcome Page will be displayed.

If one or more validations fail, an according error message will appear on the screen:

- If the new password does not fulfil the password rules, an information and a short explanation of the rules is displayed. The user is invited to enter his password twice again.
- If the link, which has been sent via Email, has been expired, an information is

generated and the user is invited to request for new password again.

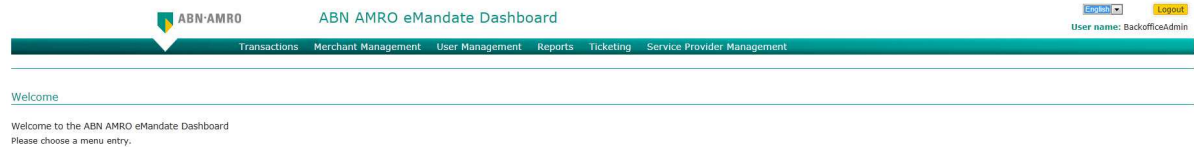


Figure 27: Welcome Screen

If you have logged in successfully to the welcome page, all main menu items will be displayed in the menu area at the top of the application window below the application title.

The main menu item **TRANSACTIONS** is the parent menu item of the two sub menu items **Transactions and Requests**.

Selecting the **Transaction Management** will show the associated sub menu items and opens the Transactions Search dialog automatically without any further user interaction through the user.

If you want to select another sub menu item than Transactions, just click on the menu item. After that it will be highlighted as selected: It will be underlined in yellow colour.

All sub menu items associated with Transactions offer functionality to search for different entities like Transaction Data. For the search different filter criteria can be used in any combination, result lists and detail data screens are displayed and all data can be printed. (see chapter 3.2 Layout in General and 3.3 Search and Result Forms).

## 4.2 Login Page - Language Change

Use the select box in the login mask of the application to change the language setting of the login form. The initial language of the login screen before login depends on the current system setting. But as soon as you are logged in the application, the language is switched to the language that has been assigned to your user account in the user administration.

In our example the system language is English, so the Login Screen is displayed in English language.

**Example:** You are a Dutch user and Dutch is stored as application language for the eMandate Dashboard with your user data.

For a specific reason, your system language is English, but you would like to view the login page in Dutch. In this case you can switch the language via the select box temporary to Dutch (or any other offered language).

If you log in again at a later time, the login page will be displayed in English language automatically again, because in our case English is stored as system language.

To get access to all menu items of the application, you have to select the correct URL and log in with your valid user data (username and password).



### Welcome to the ABN AMRO eMandate Dashboard

---

Username
<input type="text" value="BeckofficeAdmin"/>
Password
<input type="password" value="*****"/>
<input type="button" value="LOGIN"/>
<a href="#">Forgot Password</a>

---

English
German
French
English
Dutch

Figure 28: Welcome

From that moment on you have full access to the application, all information is displayed in the language, which is stored with the user, who is currently logged in.

At any time you can use the combo-box to change the language setting at runtime: The language will automatically be switched and also be stored in the data base.

## 5 Transactions

### 5.1 Overview

The main menu item **Transactions** is the parent menu item of the two sub menu items **Transaction** and **Requests**.

Selecting **Transactions** will show the associated sub menu items and opens the Operations search dialog automatically without any further user interaction through the user.

If you want to select another sub menu item than **Operations**, just click on the menu item. After that it will be highlighted as selected, which leads to a change of its font colour to orange.

All sub menu items associated with **Transactions** offer functionality to search the systems database for different entities like Operations and Requests. For the search different filter criteria can be used in any combination, result lists and detail data screens are displayed and all data can be printed and exported (see chapter **Layout in General**, page 9ff. and **Search and Result Forms**, page 11ff.).

### 5.2 Data model

Looking at the level of the applications data model and the relationships between all affected data base tables, the search for Operations and Requests retrieves its data from the following tables:

- TxnOperation
- TxnRequest
- TxnMessage

The information needed to search for Operations/Requests and their service-unified data are taken from the tables **TxnOperation** and **TxnRequest**. Additional service-specific details are loaded from extended service-specific tables.

During the loading process of the Operation data the systems retrieves all requests connected to the loaded Operation using the **Operations id**.

During the loading process of request data the data base table **TxnRequest** with its entries is used.

During loading of request data the systems retrieves all **Messages** connected to the loaded **Request** using the **Requests id**. The information stored in **TxnMessage** is required to display the XML messages belonging to a certain Request.

## 5.3 Operations

### 5.3.1 Operations Search

After selecting the sub menu item **Operations** the **Operations search** dialog is displayed on the screen as follows:

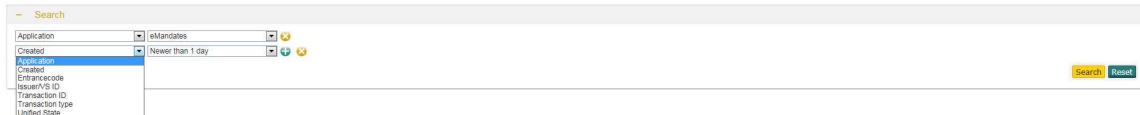


Figure 29: Operations Search Dialog

Select the desired search criteria and add as many search criterion "lines" as you need using the ADD button behind each displayed search line. The following table gives an overview of possible search criteria currently supported:

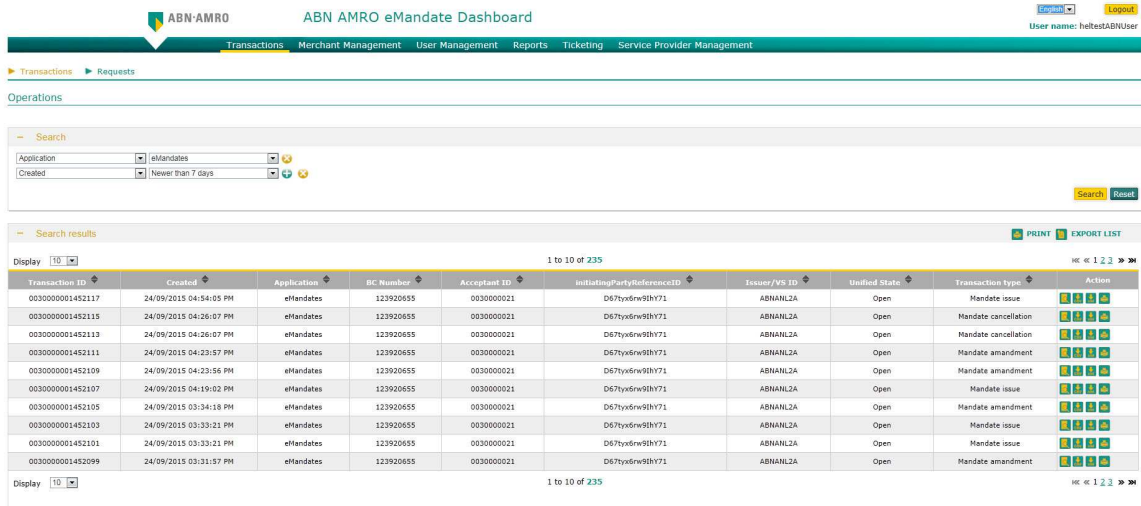
Search Criterion	Supported criterion values
Application	List of fix values: <ul style="list-style-type: none"> <li>▪ eMandates</li> <li>▪ PayPage</li> </ul>
Acceptant Id	Numerical
Transaction id	Numerical
Created	List of fix values: <ul style="list-style-type: none"> <li>▪ Newer than 1 day</li> <li>▪ Newer than 3 days</li> <li>▪ Newer than 7 days</li> </ul>
BC Number	Numerical
Issuer/VS ID	Alphanumeric
Unified State	List of fix values: <ul style="list-style-type: none"> <li>▪ AUTHORISED</li> <li>▪ CANCELLED</li> <li>▪ ERROR</li> <li>▪ PENDING</li> <li>▪ OPEN</li> <li>▪ EXPIRED</li> </ul>
Transaction Type	List of fix values: <ul style="list-style-type: none"> <li>▪ UNKNOWN</li> <li>▪ MANDATE_ISSUE</li> <li>▪ MANDATE_AMENDMENT</li> <li>▪ MANDATE_CANCELLATION</li> </ul>
Entrancecode	Alphanumeric

Table 4: Search criteria for "Operations".

After entering all desired search criteria just press the button **Search** in order to find

operation results matching the search criteria you have entered.

The following illustration shows a search for eMandate Operations which are newer than 7 days:



The screenshot displays the ABN AMRO eMandate Dashboard. The search criteria are set to 'Application: eMandates' and 'Created: Newer than 7 days'. The search results table shows 10 rows of data, with columns for Transaction ID, Created, Application, IBC Number, Acceptant ID, Initiating Party Reference ID, Issuer / V/S ID, Unified State, Transaction type, and Action. The table is paginated, showing 1 to 10 of 235 results.

Transaction ID	Created	Application	IBC Number	Acceptant ID	Initiating Party Reference ID	Issuer / V/S ID	Unified State	Transaction type	Action
0030000001452117	24/09/2015 04:54:05 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate issue	[Details] [Export CSV] [Export XML] [Print]
0030000001452115	24/09/2015 04:26:07 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate cancellation	[Details] [Export CSV] [Export XML] [Print]
0030000001452113	24/09/2015 04:26:07 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate cancellation	[Details] [Export CSV] [Export XML] [Print]
0030000001452111	24/09/2015 04:23:57 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate amendment	[Details] [Export CSV] [Export XML] [Print]
0030000001452109	24/09/2015 04:23:56 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate amendment	[Details] [Export CSV] [Export XML] [Print]
0030000001452107	24/09/2015 04:19:02 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate issue	[Details] [Export CSV] [Export XML] [Print]
0030000001452105	24/09/2015 03:34:18 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate amendment	[Details] [Export CSV] [Export XML] [Print]
0030000001452103	24/09/2015 03:33:21 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate issue	[Details] [Export CSV] [Export XML] [Print]
0030000001452101	24/09/2015 03:33:21 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate issue	[Details] [Export CSV] [Export XML] [Print]
0030000001452099	24/09/2015 03:31:57 PM	eMandates	123920655	0030000021	D67yx6rw9thY71	ABNAMNL2A	Open	Mandate amendment	[Details] [Export CSV] [Export XML] [Print]

Figure 30: Search operations – eMandates, newer than 7 days

### 5.3.2 Operations Search Result List

If any results have been found by the systems internal search functionality, they will be displayed in a result table (as illustrated above).

Now looking at the operations result data table you can perform the following actions:

- Browsing through the result list using the pagination elements,
- Re-order the result columns according to your requirements by clicking on the column headers,
- Export the complete operation result list as CSV file,
- Export the complete operation result list as XML file,
- Open a printer friendly view for the complete operation result list and print it,
- Open the details screen for a selected operation,
- Export a selected operation as CSV file,
- Export a selected operation as XML file,
- Open a printer friendly view for a selected operation and print it.

For more information see chapter [Search and Result Forms](#) and [Print and Export](#).


### 5.3.3 Operation Details View

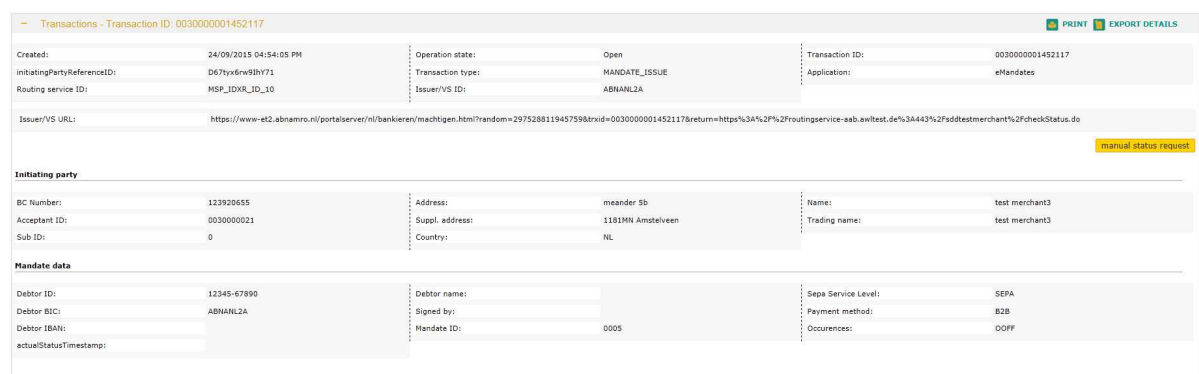
In each result row of the operations search result there is a column named **Action** present. In this column a number of buttons are displayed to perform further actions on the respective search result row.

Use the first action button **Details of this operation**  to open the details view for the

respective operation result row.

Please note, that due to the selected combination of search criteria, the result list may include different kind of operations for each result, viewable in detail after clicking the according button. The structure and data content of these detail screens varies and depends on the selected application type:

The figures below show an example for an eMandate operation. After clicking on the action button  in the desired result row the details screen will be opened and the result list will be hidden. The details screen is splitted up into an upper and a lower part, because it contains a lot of information. The following two screenshots show the upper and lower part of the detail screen:



Transactions - Transaction ID: 0030000001452117		PRINT EXPORT DETAILS	
Created:	24/09/2015 04:54:05 PM	Operation state:	Open
InitiatingParty/ReferenceID:	D67yxdw93hY71	Transaction type:	MANDATE_ISSUE
Routing service ID:	MSP_JDXX_ID_10	Issuer/VIS ID:	ABNANL2A
Issuer/VIS URL:		https://www-et2.abnamro.nl/portal/server/nl/bankieren/machtigen.html?random=297528811945759&trxid=0030000001452117&return=https%3A%2F%2Frouting-service-aab.awitest.de%3A443%2Fsdtestmerchant%2FcheckStatus.do	
<b>Initiating party</b>			
BC Number:	123920655	Address:	meander 5b
Acceptant ID:	0030000021	Suppl. address:	1181MH Amstelveen
Sub ID:	0	Country:	NL
Name:		test merchant3	
Trading name:		test merchant3	
<b>Mandate data</b>			
Debtor ID:	12345-67890	Debtor name:	
Debtor BIC:	ABNANL2A	Signed by:	
Debtor IBAN:		Mandate ID:	0005
actualStatusTimestamp:		Sepa Service Level:	SEPA
		Payment method:	B2B
		Occurrences:	DOFF

Figure 31: Operation Detail Screen, part 1.



Transactions - Associated requests				
Request ID	Created	Result code	Request type	Action
f6ada0af-1423-4c8e-ba98-abb0e411726f	24/09/2015 06:54:04 PM	0000	Transactionreq	

Figure 32: Operation Detail Screen, part 2.

Usually at the top of the Detail screen the header informs about the displayed contents. This is in our case the headline **Transactions – Transaction ID 0030 ..** for the upper part and **Transactions – Associated requests** in the lower part. The headline appears in yellow colour.

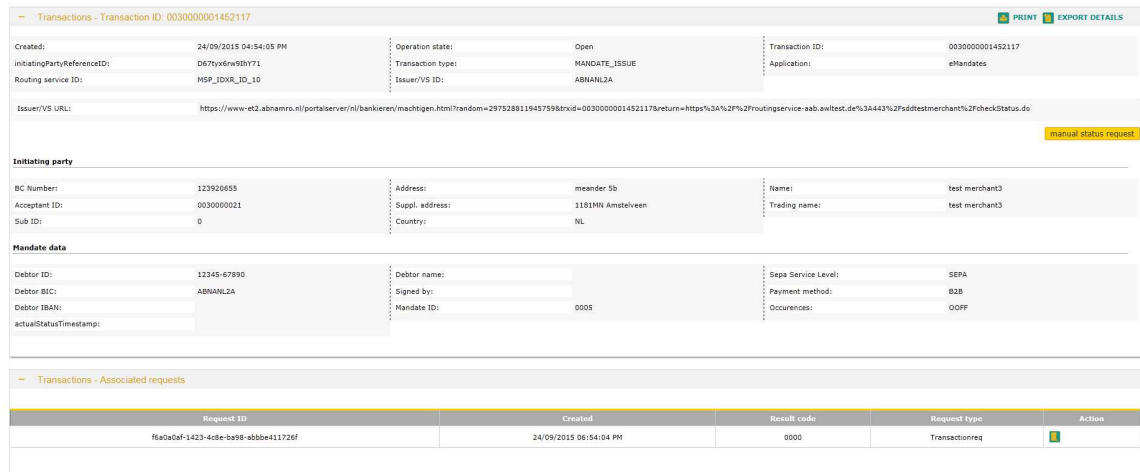
The following chapters describe in detail, how operation data are presented to the user and explains the displayed field sets according to currently searchable transactions types via the following fixed values in the search list box Transaction Type:

MANDATE\_ISSUE  
MANDATE\_AMENDMENT  
MANDATE\_CANCELLATION

Our explanations will consider several application types, but the explanations will not cover each possible operation.

### 5.3.3.1 Operation - Transaction Type MANDATE\_ISSUE

The following example shows an operation of the transaction type MANDATE\_ISSUE.



The screenshot displays the 'Transactions - Transaction ID: 003000001452117' page. It includes a header with 'PRINT' and 'EXPORT DETAILS' buttons. The main content is divided into several sections:

- Transaction Details:**
  - Created: 24/09/2015 04:54:05 PM
  - Operation state: Open
  - Transaction ID: 003000001452117
  - InitiatingParty/ReferenceID: D67xv6w9Dh71
  - Transaction type: MANDATE\_ISSUE
  - Application: eMandates
  - Routing service ID: MSP\_IDXR\_ID\_10
  - Issuer/VIS ID: ABNANL3A
  - Issuer/VIS URL: https://www.et2.abnamro.nl/portalservlet/nl/bankieren/machtigen.html?random=297328811945759&txid=003000001452117&return=https%3A%2F%2Frouting-service.aab.avitest.de%3A443%2Faddtestmerchant%2Fcheckstatus.do
- Initiating party:**
  - BC Number: 123926655
  - Address: meander 5b
  - Name: test merchant3
  - Acceptant ID: 0030000021
  - Suppl. address: 1181MN Amstelveen
  - Trading name: test merchant3
  - Sub ID: 0
  - Country: NL
- Mandate data:**
  - Debtor ID: 12345-67890
  - Debtor name:
  - Sepa Service Level: SEPA
  - Debtor BIC: ABNANL2A
  - Signed by:
  - Payment method: B2B
  - Debtor IBAN:
  - Mandate ID: 0005
  - Occurrences: OOFF
  - actualStatusTimestamp:

Below the main details is a section titled 'Transactions - Associated requests' containing a table:


Request ID	Created	Result code	Request type	Action
f5ada0af-1423-4cde-ba98-abbbe411726f	24/09/2015 06:54:04 PM	0000	Transactionreq	

Figure 33: Operation eMandates application, Transaction Type: MANDATE\_ISSUE

As you can see in the illustration the displayed operation data are divided up into several areas.

- **Transactions - Transaction ID (includes the ID of the selected operation):**
  - **DETAIL AREA:** shows all data related to the transaction itself,
  - **INITIATING PARTY:** shows all data related to the initiating party, which is usually a merchant,
  - **MANDATE DATA:** shows all data related to the mandate operation
- **Transactions – Associated requests**
  - **TABLE:** The table shows a list of all requests, which are connected to this operation. Each request shown in this list owns a detail page itself, which can be accessed via the well-known details button at the right most side of the request result row.

The following table lists all field sets mentioned above and their associated data. The table will include all fields:



Table 5: Field sets eMandates application:

Field set	Data Attribute
<b>DETAIL AREA</b>	<ul style="list-style-type: none"> <li>▪ Created</li> <li>▪ Operation state <ul style="list-style-type: none"> <li>○ AUTHORISED</li> <li>○ AUTHORISINGPARTYABORTED</li> <li>○ ERROR</li> <li>○ PENDING</li> <li>○ PENDING_INCOMPLETE</li> <li>○ TIMEOUT</li> <li>○ Failure</li> </ul> </li> <li>▪ Transaction type <ul style="list-style-type: none"> <li>○ MANDATE_ISSUE</li> <li>○ MANDATE_AMENDMENT</li> <li>○ MANDATE_CANCELLATION</li> </ul> </li> <li>▪ Transaction ID</li> <li>▪ Issuer/VS ID</li> <li>▪ Issuer / VS URL</li> <li>▪ Application <ul style="list-style-type: none"> <li>○ eMandates</li> </ul> </li> <li>▪ Entrancecode</li> </ul>
<b>INITIATING PARTY</b>	<ul style="list-style-type: none"> <li>▪ BC Number</li> <li>▪ Address</li> <li>▪ Name</li> <li>▪ Merchant ID</li> <li>▪ Suppl. Address</li> <li>▪ Trading name</li> <li>▪ Sub ID</li> <li>▪ Country</li> </ul>
<b>MANDATE DATA</b>	<ul style="list-style-type: none"> <li>▪ Debtor ID</li> <li>▪ Debtor name</li> <li>▪ Sepa Service Level</li> <li>▪ Debtor BIC</li> <li>▪ Signed by</li> <li>▪ Payment method</li> <li>▪ Debtor IBAN</li> <li>▪ Mandate ID</li> <li>▪ Occurrences</li> <li>▪ actualStatusTimestamp</li> </ul>
<b>LIST OF ASSOCIATED REQUESTS</b>	<p>For each request contained in this list the following attributes are shown in a table:</p> <ul style="list-style-type: none"> <li>▪ Request ID</li> <li>▪ Created</li> <li>▪ Result code</li> <li>▪ Request type: <ul style="list-style-type: none"> <li>○ Transactionreq</li> <li>○ Statusreq</li> </ul> </li> </ul>

Transactions - Transaction ID: 003000001452117 PRINT EXPORT DETAILS

**! Information**

The manual state request was not successful.

Created:	24/09/2015 04:54:05 PM	Operation state:	Open	Transaction ID:	003000001452117
InitiatingPartyReferenceID:	D67yx6w9hY71	Transaction type:	MANDATE_ISSUE	Application:	eMandates
Routing service ID:	MSP_IDXR_ID_10	Issuer/V5 ID:	ABNANL2A		

Issuer/V5 URL: <https://www-e12.abnamro.nl/portals/server/nl/bankieren/machtigen.html?random=297528811945759&trid=003000001452117&return=https%3A%2F%2Frouting-service-eab.awtest.de%3A443%2Fsdtestmerchant%2FcheckStatus.do>

[manual status request](#)

Figure 34: Operation Details after using Button Manual Status Request

The Detail area includes the button manual status request, which can be used to trigger a status request manually. In our example the process failed, an information is displayed in the upper part of the form.

Our example eMandates application, Transaction Type, MANDATE\_ISSUE contains all associated requests, listed in a table with the according attributes.

Transactions - Associated requests


Request ID	Created	Result code	Request type	
f6a0a0af-1423-4c8e-ba98-abbbe411726f	24/09/2015 06:54:04 PM	0000	Transactionreq	

Figure 35: Overview of requests associated with eMandates, MANDATE\_ISSUE

If you use the available **detail button**, extensive information on each request will be displayed in a separate window as follows (The according field sets are described in chapter 5.4 Requests).

Request details - Request ID: f6a0a0af-1423-4c8e-ba98-abbbe411726f PRINT EXPORT DETAILS

Request ID:	f6a0a0af-1423-4c8e-ba98-abbbe411726f	Created:	24/09/2015 06:54:04 PM	Internal processing time:	101 [ms]
Transaction ID:	003000001452117	Result code:	0000	External processing time:	907 [ms]
Request type:	TRANSACTIONREQ	Application:	eMandates	Status:	Open
Acceptant ID:	0030000021	BC Number:	123920655		

**Routing data**

Message ID:	Message1234567890	Expiration Period:	PT30M	EntranceCode:	D67yx6w9hY71
Keyname:	B14ED98BCBF21181FAF2631FEC2643603038CDA				

[XML message: FROM\\_MERCHANT](#)  
[XML message: TO\\_ISSUER](#)  
[XML message: FROM\\_ISSUER](#)  
[XML message: TO\\_MERCHANT](#)

[Back](#)

Figure 36: Detail view of a selected request

[XML message: FROM\\_MERCHANT](#)  
[XML message: TO\\_ISSUER](#)  
[XML message: FROM\\_ISSUER](#)  
[XML message: TO\\_MERCHANT](#)

**XML message: TO\_MERCHANT** EXPORT XML

Created: 24.09.2015 16:54:06.500  
Message type: MERCHANT\_OUT

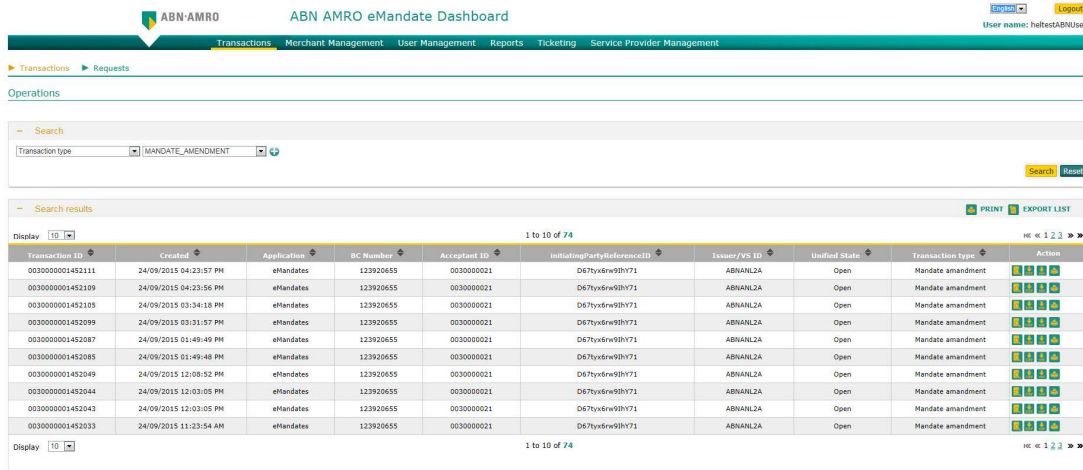
```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<awidma:AcquirerTrxRes xmlns:awidma="http://www.betalvereniging.nl/ibx/messages/Merchant-Acquirer/1.0.0" xmlns:awap12="urn:iso:std:iso:2002:tech:std:pain.012.001.04"
xmlns:awdsig="http://www.w3.org/2000/09/xmldsig#" productID="NL:BVN:eMandatesB2B:1.0" version="1.0.0">
  <awidma:createDateTimeStamp>2015-09-24T14:54:06.479Z</awidma:createDateTimeStamp>
  <awidma:Acquirer>
    <awidma:acquirerID>0030</awidma:acquirerID>
  </awidma:Acquirer>
  <awidma:Issuer>
```

Figure 37: Detail view and extract of a specific XML message

### 5.3.3.2 Operation - Transaction Type MANDATE\_AMENDMENT

Use the search form of the Transaction Management to select all Transactions of the Type MANDATE\_AMENDMENT, by using the according select box.

As you can see in the illustration several results for the Transaction Type MANDATE\_AMENDMENT were found and displayed in the result list:



The screenshot shows the ABN AMRO eMandate Dashboard. The top navigation bar includes links for Transactions, Merchant Management, User Management, Reports, Ticketing, and Service Provider Management. The 'Transactions' link is active. Below the navigation bar, there is a search section with a dropdown menu set to 'MANDATE\_AMENDMENT'. The search results are displayed in a table with the following columns: Transaction ID, Created, Application, BC Number, Acceptant ID, InitiatingPartyReferenceID, Issuer/VS ID, Unified State, Transaction type, and Action. The table shows 10 results, all of which are 'MANDATE\_AMENDMENT' transactions. The 'Action' column contains icons for viewing details, editing, and deleting each transaction.

Transaction ID	Created	Application	BC Number	Acceptant ID	InitiatingPartyReferenceID	Issuer/VS ID	Unified State	Transaction type	Action
0030000001452111	24/09/2015 04:23:57 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452109	24/09/2015 04:23:56 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452105	24/09/2015 03:34:18 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452099	24/09/2015 03:31:57 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452087	24/09/2015 01:49:49 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452085	24/09/2015 01:49:48 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452049	24/09/2015 12:08:52 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452044	24/09/2015 12:03:05 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452043	24/09/2015 12:03:05 PM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]
0030000001452033	24/09/2015 11:23:54 AM	eMandates	123920655	00300000021	D67y6r9v9hY71	ABNANL2A	Open	Mandate amendment	[Icons]

Figure 38: Operation eMandates application  
Transaction Type: MANDATE\_AMENDMENT

The detail screen includes the following operation data:

- **Transactions – Transaction ID (includes the ID of the selected operation):**
  - **DETAIL AREA:** shows all data related to the transaction itself,
  - **INITIATING PARTY:** shows all data related to the initiating party, which is usually a merchant,
  - **MANDATE DATA:** shows all data related to the mandate operation
- **Transactions - Associated requests**
  - **TABLE:** The table shows a list of all requests, which are connected to this operation. Each request shown in this list owns a detail page itself, which can be accessed via the well-known details button at the right most side of the request result row.

Transactions - Transaction ID: 0030000001452111 PRINT EXPORT DETAILS

Created:	24/09/2015 04:23:57 PM	Operation state:	Open	Transaction ID:	0030000001452111
InitiatingPartyReferenceID:	D67tyx6nw9lly71	Transaction type:	MANDATE_AMENDMENT	Application:	eMandates
Routing service ID:	HSP_ID&R_ID_10	Issuer/VS ID:	ABNANL2A		
Issuer/VS URL:	https://www.et2.abnamro.nl/portalserver/nl/bankieren/machtigen.html?random=054614834445775&truid=0030000001452111&return=https%3A%2F%2Froutingsservice-aab.awltest.de%3A443%2Fsdtestmerchant%2FcheckStatus.do				

[manual status request](#)

**Initiating party**

BC Number:	123920655	Address:	meander 5b	Name:	test merchant3
Acceptant ID:	00300000021	Suppl. address:	1181MN Amstelveen	Trading name:	test merchant3
Sub ID:	0	Country:	NL		

**Mandate data**

Debtor ID:	12345-67890	Debtor name:		Sepa Service Level:	SEPA
Debtor BIC:	ABNANL2A	Signed by:		Payment method:	R3B
Debtor IBAN:		Mandate ID:	0004	Occurrences:	O0FF
actualStatusTimestamp:					

Transactions - Associated requests


Request ID	Created	Result code	Request type	Action
82b30757-4786-40c9-acea-fc2d31367408	24/09/2015 06:23:56 PM	0000	Transactionreq	

Figure 39: Details of the eMandates application,  
Transaction Type: MANDATE\_AMENDMENT

The following table covers a description of the field sets, which are relevant in the context of our eMandates example:

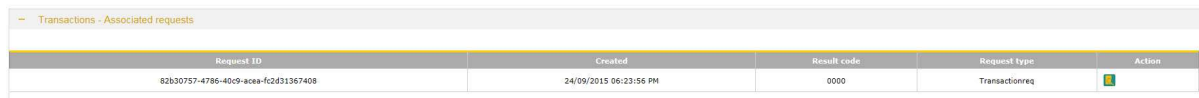
Field set	Data Attribute
<b>DETAIL AREA</b>	<ul style="list-style-type: none"> <li>Created</li> <li>initiatingPartyReferenceID</li> <li>Routing service ID</li> <li>Issuer/VS URL</li> <li>Operation state</li> <li>Transaction type</li> <li>Issuer/VS ID</li> <li>Transaction ID</li> <li>Application</li> </ul>
<b>INITIATING PARTY</b>	<ul style="list-style-type: none"> <li>BC Number</li> <li>Address</li> <li>Name</li> <li>Acceptant ID</li> <li>Suppl. Address</li> <li>Trading name</li> <li>Sub ID</li> <li>Country</li> </ul>

Field set	Data Attribute
<b>MANDATE DATA</b>	<ul style="list-style-type: none"> <li>▪ Debtor ID</li> <li>▪ Debtor name</li> <li>▪ Sepa Service Level</li> <li>▪ Debtor BIC</li> <li>▪ Signed by</li> <li>▪ Payment method</li> <li>▪ Debtor IBAN</li> <li>▪ Mandate ID</li> <li>▪ Occurences</li> <li>▪ actualStatusTimestamp</li> </ul>
<b>Transactions - Associated requests</b>	<p>For each request contained in this list the following attributes are shown in a table:</p> <ul style="list-style-type: none"> <li>▪ Request ID</li> <li>▪ Created</li> <li>▪ Result code</li> <li>▪ Request types for this operation: <ul style="list-style-type: none"> <li>○ Transactionreq</li> <li>○ Statusreq</li> </ul> </li> </ul>

Table 6: Details of the eMandates application, Transaction Type: MANDATE\_AMENDMENT

Our example eMandates application, Transaction Type, MANDATE\_AMENDMENT contains all associated requests, listed in a table with the according attributes. If you use the available detail button, extensive information on each request will be displayed in a separate window.

These according field sets are described in chapter 5.4 Requests.




Transactions - Associated requests				
Request ID	Created	Result code	Request type	Action
82b30757-4786-40c9-acea-fc2d31367408	24/09/2015 06:23:56 PM	0000	Transactionreq	

Figure 40: Overview of requests associated with eMandates, MANDATE\_AMENDMENT

### 5.3.3.3 Operation - Transaction Type MANDATE\_CANCELLATION

Use the search form of the Transaction Management to select all Transactions of the Type MANDANT\_CANCELLATION, by using the according select box.

As you can see in the illustration several results for the Transaction Type MANDATE\_CANCELLATION were found and displayed in the result list:

ABN-AMRO ABN AMRO eMandate Dashboard

Search [ ] Logout [ ] User name: heltesABNUser

Transactions Merchant Management User Management Reports Ticketing Service Provider Management

Operations

Search

Transaction type: MANDATE\_CANCELLATION

Search [ ] Reset [ ]

Search results

Display 10 1 to 10 of 17

Transaction ID	Created	Application	BC Number	Acceptant ID	InitiatingPartyReferenceID	Issuer/VIS ID	Unified State	Transaction type	Action
0030000001452115	24/09/2015 04:26:07 PM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452113	24/09/2015 04:26:07 PM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452095	24/09/2015 03:23:52 PM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452025	24/09/2015 10:31:58 AM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452021	24/09/2015 10:12:52 AM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452019	24/09/2015 09:28:45 AM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Error	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452017	24/09/2015 09:28:31 AM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Error	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001452006	23/09/2015 07:07:55 PM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL3A	Error	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001451790	22/09/2015 02:29:50 PM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]
0030000001451788	22/09/2015 02:28:20 PM	eMandates	123920655	0030000021	D67yxdv9thY71	ABNANL2A	Open	Mandate cancellation	[ ] [ ] [ ] [ ]

Display 10 1 to 10 of 17

Figure 41: eMandates application, Transaction Type: MANDATE\_CANCELLATION

The following illustration shows an operation of the transaction type MANDATE\_CANCELLATION, belonging to the eMandates application.

All operations shown belong to the application eMandates. We chose an operation created on 08/09/2015 06:01:34 PM and loaded the detail screen as follows:

Transactions - Transaction ID: 0030000001450236

PRINT [ ] EXPORT DETAILS [ ]

Created:	08/09/2015 06:01:34 PM	Operation state:	Success	Transaction ID:	0030000001450236
InitiatingPartyReferenceID:	12345ABCDE	Transaction type:	MANDATE_CANCELLATION	Application:	eMandates
Routing service ID:	HSP_IDVR_ID_10	Issuer/VIS ID:	TESTNL21		
Issuer/VIS URL:	https://beta.sveneniging.nl/Dx?random=7417158762&nvid=0030000001450236				

Initiating party

BC Number:	000000100013	Address:	Zadelmakerstraat 34	Name:	Phritdyjs
Acceptant ID:	0030000135	Suppl. address:	1315 AR Almere	Trading name:	E PHRLZTDVJS
Sub ID:	0	Country:	NL		

Mandate data

Debtor ID:	12345-67890	Debtor name:	Christiane Debtor	Sepa Service Level:	SEPA
Debtor BIC:	TESTNL21	Signed by:	Signer Name	Payment method:	B2B
Debtor IBAN:	NLxx TEST xxxxx xxxxx	Mandate ID:	1234567890	Occurrences:	RCUR
actualStatusTimestamp:	08/09/2015 06:01:35 PM				

Transactions - Associated requests

Request ID	Created	Result code	Request type	Action
ea2768de-1a09-4d01-5725-7c1825432655	08/09/2015 06:01:32 PM	0000	Statusreq	[ ]
fc3c9924-20ab-4e0b-9742-4326e6273de	08/09/2015 06:01:31 PM	0000	Transactionreq	[ ]

Figure 42: Details of the Operation: eMandates application, Transaction Type: MANDATE\_CANCELLATION

The following table covers a description of the field sets, which are relevant:

Field set	Data Attribute
<b>DETAIL AREA</b>	<ul style="list-style-type: none"> <li>Created</li> <li>Operation state</li> <li>Transaction ID</li> <li>InitiatingPartyReferenceID</li> <li>Transaction type</li> <li>Application</li> <li>Routing service ID</li> <li>Issuer/VS ID</li> <li>Issuer / VS URL</li> </ul>
<b>INITIATING PARTY</b>	<ul style="list-style-type: none"> <li>BC Number</li> <li>Address</li> <li>Name</li> <li>Acceptant ID</li> <li>Suppl. Address</li> <li>Trading name</li> <li>Sub ID</li> <li>Country</li> </ul>
<b>MANDATE DATA</b>	<ul style="list-style-type: none"> <li>Debtor ID</li> <li>Debtor name</li> <li>Sepa Service Level</li> <li>Debtor BIC</li> <li>Signed by</li> <li>Payment method</li> <li>Debtor IBAN</li> <li>Mandate ID</li> <li>Occurrences</li> <li>actualStatusTimestamp</li> </ul>
<b>Transactions - Associated requests</b>	<p>For each request contained in this list the following attributes are shown in a table:</p> <ul style="list-style-type: none"> <li>Request ID</li> <li>Created</li> <li>Result code</li> <li>Possible request types for this operation: <ul style="list-style-type: none"> <li>Transactionreq</li> <li>Statusreq</li> </ul> </li> </ul>

Table 7: eMandates application, Transaction Type: MANDATE\_CANCELLATION

Our example eMandates application, Transaction Type, MANDATE\_CANCELLATION contains all associated requests, listed in a table with the according attributes. If you use the available detail button, extensive information on each request will be displayed in a separate window.

These according field sets are described in chapter 5.4 Requests.

#### 5.3.3.4 Operation - Transaction Type UNKNOWN

You also can use the search form of the Transaction Management to select all Transactions of the Type UNKNOWN, by using the according select box.

Currently Operations of the Type UNKNOWN are visible. These are operations of special interest, e.g. Travelcards.

#### 5.3.3.5 Operation Detail Actions

The following actions included in the operation details screen are supported:

**EXPORT DETAILS:** This is a fly out menu, which shows the items described below on mouse interaction (hover):

- **EXPORT CSV:** exports the detail data as CSV file,
- **EXPORT XML:** exports the detail data as XML file,
- **PRINT:** opens a printer friendly view showing the detail data.

The list of associated requests at the bottom of the details screen includes one button for each listed request. Clicking on it, a separate details screen for the respective request is opened in a new page.

This details screen is equal to the form, which will be opened when showing the request details via the **regular** request search dialog as described in chapter **5.4 Requests**.

## 5.4 Requests

### 5.4.1 Requests Search

If you have selected the main menu item **Transactions** the first sub menu item **Transactions** will be preselected by default. To switch to the search dialog for **Requests** just click the according sub menu item. The following search dialog will be displayed:

The screenshot shows the ABN AMRO eMandate Dashboard. At the top, there's a header with the ABN AMRO logo, the text 'ABN AMRO eMandate Dashboard', and a language dropdown set to 'English' and a 'Logout' button. Below the header is a navigation bar with tabs: 'Transactions' (selected), 'Merchant Management', 'User Management', 'Reports', 'Ticketing', and 'Service Provider Management'. Under the 'Transactions' tab, there are sub-tabs: 'Transactions' and 'Requests' (selected). The main content area is titled 'Requests'. It contains a search form with the title 'Search requests'. The form has two dropdown menus: 'Application' and 'eMandates'. There are 'Search' and 'Reset' buttons at the bottom right of the form. At the bottom of the page, there is a small copyright notice: '© 2015 by Worldline. All rights reserved. Version: 1.22 2015-09-22T12:49:35Z'.

Figure 43: Requests Search Dialog – all requests concerning application eMandates



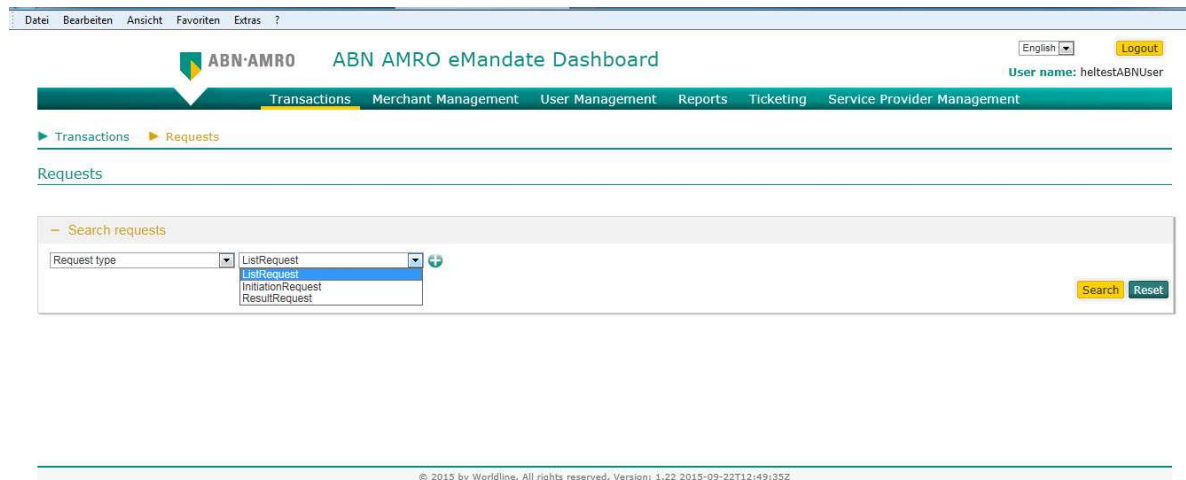


Figure 44: Requests Search Dialog –Request Types

Select the desired search criterion and add as many search criterion “lines” as you need using the ADD button behind each displayed search line. (For more information see chapter 3.2 Layout in General.) The examples show two different kind of search settings: If you choose a special application as search criteria (here the application eMandates), the result table will only show requests belonging to the selected application.

In order to find in the same time one special request type, but covering all available applications, you have to select a unified request type from the list box, as mentioned in the example above. The result list will cover all and only these requests of the select type – e.g. ListRequests – of all available applications. We will take a closer look at these different request types in the further course of the document.

The following table gives an overview of possible search criteria currently supported:

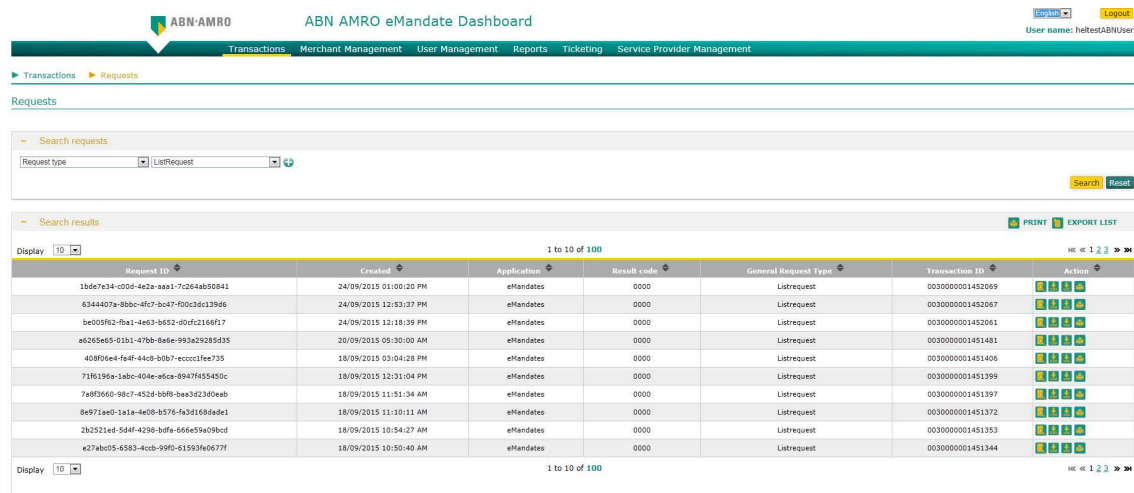
Search Criterion	Supported criterion values
Request id	Alphanumerical
Created	Date Time
Application	List of fix values: <ul style="list-style-type: none"> <li>eMandates</li> </ul>
Transaction ID	<ul style="list-style-type: none"> <li>Alphanumerical</li> </ul>
Request type	List of fix values: <ul style="list-style-type: none"> <li>ListRequest</li> <li>InitiationRequest</li> <li>ResultRequest</li> </ul>

Table 8: Search criteria for Requests

After entering all desired search criteria just press the button **Search** in order to find request results matching the search criteria you have entered.

## 5.4.2 Requests Search Result List

If results have been found by the systems internal search functionality, they will be displayed as a result table as figured out in the screen below. Our example shows Listrequests only:



The screenshot shows the ABN AMRO eMandate Dashboard with the 'Requests' tab selected. The search results are displayed in a table with the following columns: Request ID, Created, Application, Result code, General Request Type, Transaction ID, and Action. The table contains 10 rows of data, all of which are 'Listrequest' type with a 'Result code' of '0000'. The 'Action' column contains icons for viewing details, exporting to CSV, exporting to XML, and printing.

Request ID	Created	Application	Result code	General Request Type	Transaction ID	Action
1bde7e34-c0d4-4e2a-aaa1-7c264ab50841	24/09/2015 01:00:20 PM	eMandates	0000	Listrequest	0030000001452069	[Icons]
6344407a-8b0c-4fc7-bc47-R0C3dc13966	24/09/2015 12:53:37 PM	eMandates	0000	Listrequest	0030000001452067	[Icons]
be005f62-fba1-4e63-b652-d0dc2166f17	24/09/2015 12:18:39 PM	eMandates	0000	Listrequest	0030000001452061	[Icons]
a6265e65-01b1-47bb-8a6e-993a29285d35	20/09/2015 05:30:00 AM	eMandates	0000	Listrequest	0030000001451481	[Icons]
408f0e64-fa4f-44cb-b0b7-ecccc1fee735	18/09/2015 03:04:28 PM	eMandates	0000	Listrequest	0030000001451406	[Icons]
71f6196a-1abc-404e-8dca-8947f455450c	18/09/2015 12:31:04 PM	eMandates	0000	Listrequest	0030000001451399	[Icons]
7a0f3660-98c7-452a-b6f8-baa3d23d0eab	18/09/2015 11:51:34 AM	eMandates	0000	Listrequest	0030000001451397	[Icons]
8e971ae0-1a1a-4e08-b576-fa3d168ade1	18/09/2015 11:10:11 AM	eMandates	0000	Listrequest	0030000001451372	[Icons]
2b2521ed-5d4f-4298-b4fa-6d6a59a09bcd	18/09/2015 10:54:27 AM	eMandates	0000	Listrequest	0030000001451353	[Icons]
a27abc05-6583-4ccb-99f0-61593fe0677f	18/09/2015 10:50:40 AM	eMandates	0000	Listrequest	0030000001451344	[Icons]

Figure 45: Search Result List "Requests".

Now looking at the requests result data table you can perform the following actions:

- Browsing through the result list using the pagination elements,
- Re-order the result columns by your needs by clicking on the column headers,
- Export the complete Request result list as CSV file,
- Export the complete Request result list as XML file,
- Open a printer friendly view for the complete Request result list and print it,
- Open the details screen for a selected Request,
- Export a selected Request as CSV file,
- Export a selected Request as XML file,
- Open a printer friendly view for a selected Request and print it.

For more information see chapter [Search and Result Forms](#) and [Print and Export](#).

## 5.4.3 Request Details View – List Request

Each result row of the requests search result includes a column named **Action**. In this column a number of buttons are displayed to perform further actions on the respective search result row.

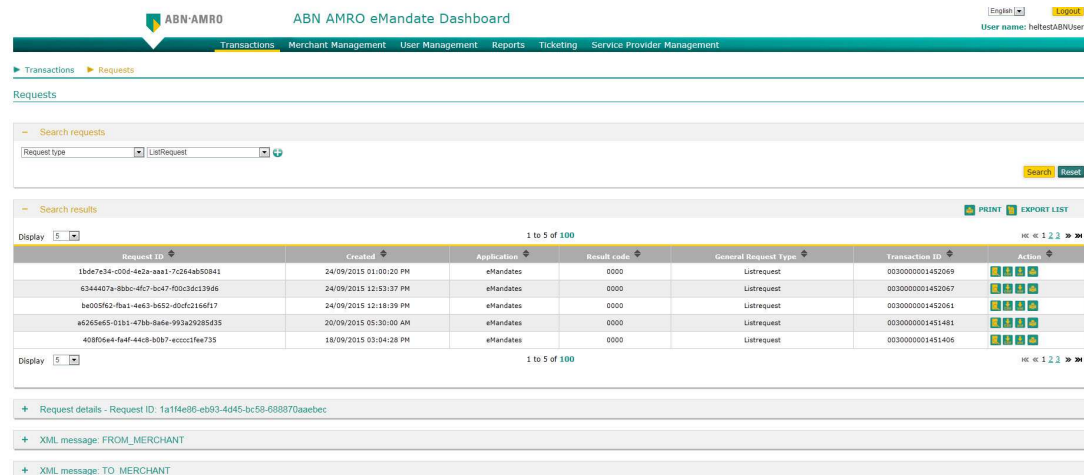
Use the first one  to open the details view for the respective request result row.

Please note, that due to the selected combination of search criteria, the result list may include different kind of request types for each result, viewable in detail after clicking the according button. The structure and data content of these detail screens varies and depends on the selected application type.

Currently for ABN AMRO only requests of EMandate Operations are available. For this

reason, all described ListRequest are structured equally.

The figure below shows the search and result list of all available eMandate **ListRequests**.



ABN AMRO eMandate Dashboard

Search requests

Request type: ListRequest

Search results

Request ID	Created	Application	Result code	General Request Type	Transaction ID	Action
1bde7a34-c0d4-462a-aa1-7c264ab50841	24/09/2015 01:00:20 PM	eMandates	0000	Listrequest	0030000001452069	[Icons]
6344407a-8b0c-4fc7-bc47-f0dc3dc13946	24/09/2015 12:53:37 PM	eMandates	0000	Listrequest	0030000001452067	[Icons]
be005f62-4ba1-44e3-b452-d0dc2166f7	24/09/2015 12:18:39 PM	eMandates	0000	Listrequest	0030000001452061	[Icons]
a5265665-01b1-47b8-b46a-993a29285435	20/09/2015 05:30:00 AM	eMandates	0000	Listrequest	0030000001451481	[Icons]
408f0644-f4f4-44c8-b0b7-ec0cc1fe735	18/09/2015 03:04:28 PM	eMandates	0000	Listrequest	0030000001451406	[Icons]

Request details - Request ID: 1a1f4e86-eb93-4d45-bc58-688870aaebec

XML message: FROM\_MERCHANT

XML message: TO\_MERCHANT

Figure 46: Search: Request Types

As you can see under the result list, the details of the first Listrequest displayed in the result list are visible on the screen: Request details, XML message FROM\_MERCHANT and XML message TO\_MERCHANT.

You can use the plus or minus sign to open or hide the areas.

Let's have a closer look at the request detail screen of the first request with the ID 1a1f4e86-eb93-4d45-bc58-688870aaebec, belonging to the application eMandates by using the according detail button in the first result row.

The request details begin with a grey header bar at the top of it. The header is titled "Request details: Request ID: 1a1f4e86-eb93-4d45-bc58-688870aaebec". It is displayed in yellow letters.



Request details - Request ID: 1a1f4e86-eb93-4d45-bc58-688870aaebec

Request ID:	1a1f4e86-eb93-4d45-bc58-688870aaebec	Created:	09/09/2015 10:50:32 AM	Internal processing time:	146 [ms]
Transaction ID:	0030000001450350	Result code:	0000	External processing time:	0 [ms]
Request type:	DIRECTORYREQ	Application:	eMandates	Status:	Open
Acceptant ID:	0030000101	BC Number:	Travelcard1		

Figure 47: Request Detail Screen DIRECTORYREQ

The display area showing all possible request data of this request is divided up into the following areas respectively field sets, which are listed here:

- **Request details– Request ID (includes the ID of the selected request):**
  - **DETAIL AREA:** shows all data related to routing of the message through the system

- **XML messages**

- For a detailed description of this data panel, which is present in each request detail view, refer to chapter XML messages.

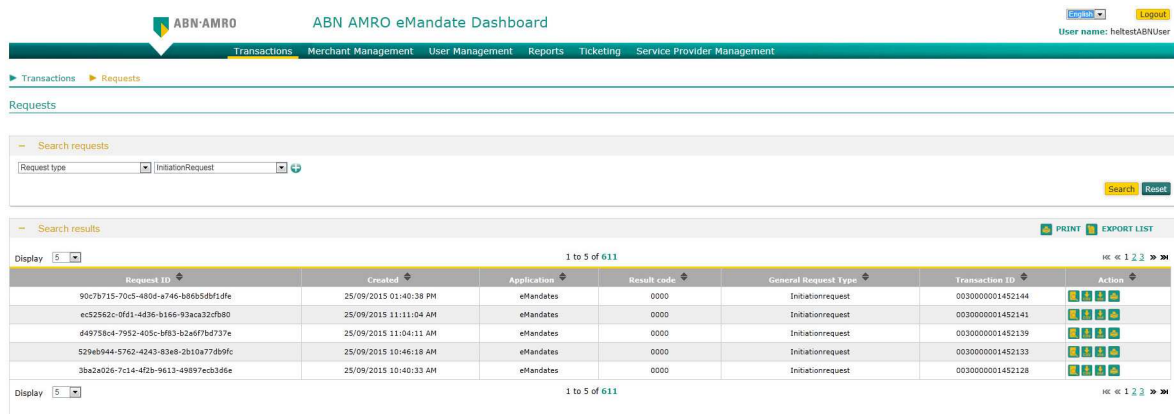
If you have a look on the field Request Type, you will note that the Request Type is called "DirectoryRequest" n(DIRECTORYREQ). The following table lists all field sets and the data displayed in them, which are relevant for the application type eMandates:

Field set	Data Attribute
<b>ROUTING DETAILS</b>	<ul style="list-style-type: none"> <li>▪ Request ID</li> <li>▪ Created</li> <li>▪ Internal processing time</li> <li>▪ Transaction ID</li> <li>▪ Result code</li> <li>▪ External processing time</li> <li>▪ Request type <ul style="list-style-type: none"> <li>○ DIRECTORYREQ</li> </ul> </li> <li>▪ Application</li> <li>▪ Status</li> <li>▪ Acceptant ID</li> <li>▪ BC Number ID</li> </ul>
<b>XML messages</b>	List of all XML messages, which are connected to the selected request.

Table 9: List of Request Detail Data [DIRECTORYREQ] - eMandates

## 5.4.4 Requests Search – Initiation Request

As described in the previous chapter use the search dialog to start a new search for all requests of the Request Type **InitiationRequest**:



ABN-AMRO eMandate Dashboard

Transactions Merchant Management User Management Reports Ticketing Service Provider Management

Requests

Search requests

Request type: InitiationRequest

Search Reset

Search results

1 to 5 of 611

Request ID	Created	Application	Result code	General Request Type	Transaction ID	Action
90c7b715-70c5-4806-a746-b665dbf1dfe	25/09/2015 01:40:38 PM	eMandates	0000	Initiationrequest	0030000001452144	[Icons]
ec52562c-0f61-4d36-b166-93aca32cfb80	25/09/2015 11:11:04 AM	eMandates	0000	Initiationrequest	0030000001452141	[Icons]
d497586c-7952-405c-bf93-b2a6f7bd737e	25/09/2015 11:04:11 AM	eMandates	0000	Initiationrequest	0030000001452139	[Icons]
529eb944-5762-4243-83a9-2b10a77db9fc	25/09/2015 10:46:18 AM	eMandates	0000	Initiationrequest	0030000001452133	[Icons]
3ba2a026-7c14-4f2b-9613-49897ecb3d6e	25/09/2015 10:40:33 AM	eMandates	0000	Initiationrequest	0030000001452128	[Icons]


Display 5

Figure 48: Requests Search Dialog – Unified Request Type InitiationRequest

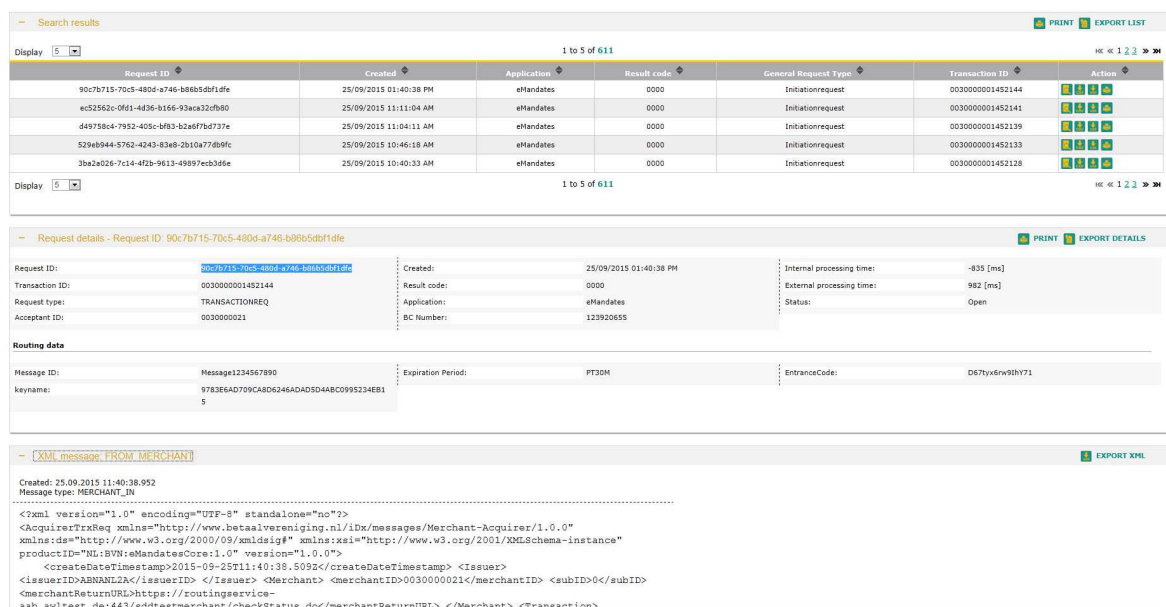
The result list will cover all and only these requests of the select type Initiation Request of all available applications. We will take a closer look at these different request types in the further course of the document.

Which kind of actions you can perform is described in the previous chapters **Search and Result Forms** and **Print and Export**.

### 5.4.5 Request Details View – Initiation Request/TransactionRequest

Now use the first action button  to open the details view for the respective request result row.

Please note, that due to the selected combination of search criteria, the result list may include different kind of request types for each result, viewable in detail after clicking the according button.



**Search results**

Display: 5 | 1 to 5 of 611 | HE: 1 2 3 30

Request ID	Created	Application	Result code	General Request Type	Transaction ID	Action
90c7b715-70c5-480d-a746-b86b5dbf1dfe	25/09/2015 01:40:38 PM	eMandates	0000	Initiationrequest	0030000001452144	
e52562c-0f61-4d36-b166-93aca32cf880	25/09/2015 11:11:04 AM	eMandates	0000	Initiationrequest	0030000001452141	
d49758c4-7992-405c-bf83-b2a6f7bdf73e	25/09/2015 11:04:11 AM	eMandates	0000	Initiationrequest	0030000001452139	
529ab944-5762-4243-83a8-2b10a77db9fc	25/09/2015 10:46:18 AM	eMandates	0000	Initiationrequest	0030000001452133	
3ba2a026-7c14-4f2b-9613-49897ecb346e	25/09/2015 10:40:33 AM	eMandates	0000	Initiationrequest	0030000001452128	

Display: 5 | 1 to 5 of 611 | HE: 1 2 3 30

**Request details - Request ID: 90c7b715-70c5-480d-a746-b86b5dbf1dfe**

PRINT | EXPORT DETAILS

Request ID:	90c7b715-70c5-480d-a746-b86b5dbf1dfe	Created:	25/09/2015 01:40:38 PM	Internal processing time:	-835 [ms]
Transaction ID:	0030000001452144	Result code:	0000	External processing time:	982 [ms]
Request type:	TRANSACTIONREQ	Application:	eMandates	Status:	Open
Acceptant ID:	00300000021	EC Number:	123920655		

**Routing data**

Message ID:	Message1234567890	Expiration Period:	PT30M	EntranceCode:	D67yxs6rw9HY71
keyname:	9783E6AD799CA806246ADAD50448C0955234EB1				

**XML message: FROM MERCHANT**

EXPORT XML

```

Created: 25.09.2015 11:40:38.952
Message type: MERCHANT_IN
.....
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<AcquirerTrxReq xmlns="http://www.betalvereniging.nl/idx/messages/Merchant-Acquirer/1.0.0"
xmlns:ds="http://www.w3.org/2000/09/xmldsig#" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
productID="NL:BVN:eMandatesCore:1.0" version="1.0.0">
  <createDateTimestamp>2015-09-25T11:40:38.509Z</createDateTimestamp> <Issuer>
  <issuerID>ABNNIL2A</issuerID> <Merchant> <merchantID>00300000021</merchantID> <subID>0</subID>
  <merchantReturnURL>https://routing-service-
  aab.avltest.de:443/sddtestmerchant/checkStatus.do</merchantReturnURL> </Merchant> <Transaction>
  
```

Figure 49: Search: Request Types – Initiation Request

Let's have a closer look at the request detail screen of the request with the ID 90c7b715-70c5-480d-a746-b86b5dbf1dfe, belonging to the application eMandates.

The request details begin with a grey coloured header bar at the top of it. It shows in yellow font colour the title of the page "REQUEST DETAILS" and the request id besides of it.

- **Request details– Request ID (includes the ID of the selected request):**
  - **DETAIL AREA:** shows all data related to routing of the message through the system,
  - **ROUTING DATA:** shows message specific details,
- **XML messages**

For a detailed description of this data panel, which is present in each request detail view, but may differ in content depending on the application type, refer to chapter XML messages.

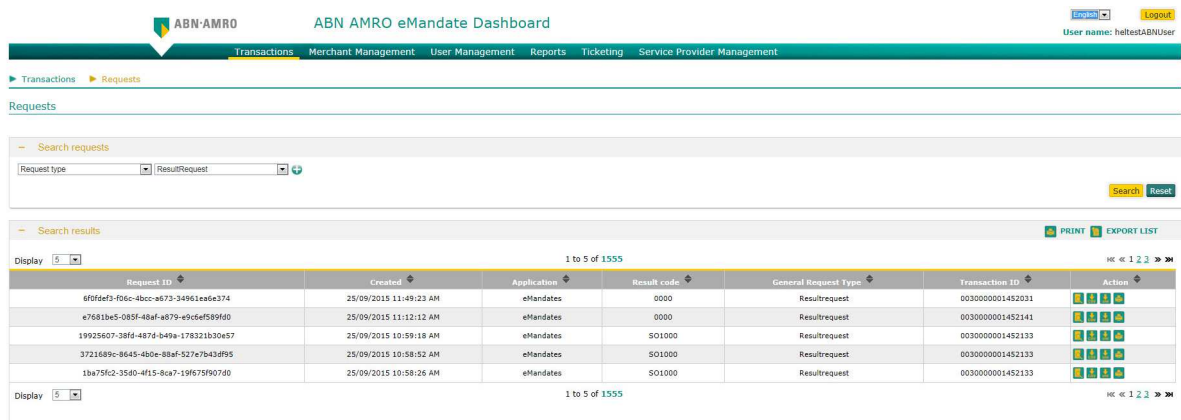
The following table lists all field sets mentioned above and the data displayed in them of the application type eMandates **TransactionRequest (InitiationRequest)**:

Field set	Data Attribute
<b>ROUTING DETAILS</b>	<ul style="list-style-type: none"> <li>Request id</li> <li>Transaction ID</li> <li>Request type <ul style="list-style-type: none"> <li>TRANSACTIONREQ</li> </ul> </li> <li>Acceptant ID</li> <li>Created</li> <li>Result code</li> <li>Application</li> <li>BC Number</li> <li>Internal processing time</li> <li>External processing time</li> <li>Status</li> </ul>
<b>ROUTING DATA</b>	<ul style="list-style-type: none"> <li>Message ID</li> <li>Expiration Period</li> <li>Entrance Code</li> <li>Key name</li> </ul>
<b>XML messages</b>	List of all XML messages, which are connected to the selected request.

Table 10: List of Request Detail Data TransactionRequest - eMandates

### 5.4.6 Request Search – Result Request/Status Request

As described in the previous chapters use the search dialog to start a new search for all requests of the Request Type ResultRequest:



The screenshot shows the ABN AMRO eMandate Dashboard. The top navigation bar includes links for Transactions, Merchant Management, User Management, Reports, Ticketing, and Service Provider Management. The user is logged in as 'heltestABNUser'. The 'Requests' section is active, and the 'Search requests' dialog is open. The 'Request type' is set to 'ResultRequest'. The search results table displays 5 results out of 1555. The table columns are Request ID, Created, Application, Result code, General Request Type, Transaction ID, and Action. The results show various request types including eMandates and Resultrequest.


Request ID	Created	Application	Result code	General Request Type	Transaction ID	Action
6f0def3-f06c-4bcc-a673-34961eae374	25/09/2015 11:49:23 AM	eMandates	0000	Resultrequest	0030000001452031	[Icons]
e7681be5-085f-48af-a879-e9cde589f60	25/09/2015 11:12:12 AM	eMandates	0000	Resultrequest	0030000001452141	[Icons]
19925607-38fd-4874-b49a-178321b30e57	25/09/2015 10:59:18 AM	eMandates	SO1000	Resultrequest	0030000001452133	[Icons]
3721689c-8645-4b0e-88af-527e7b43d955	25/09/2015 10:58:52 AM	eMandates	SO1000	Resultrequest	0030000001452133	[Icons]
1ba75fc2-35d0-4ff5-8ca7-19f675f90760	25/09/2015 10:58:26 AM	eMandates	SO1000	Resultrequest	0030000001452133	[Icons]

Figure 50: Request Search Dialog –Request Type ResultRequest

The result list will cover all requests of the select type **Result Request**. Which kind of

actions you can perform is described in the previous chapters **Search and Result Forms** and **Print and Export**.

### 5.4.7 Request Details View – Result Request

Now use the first action button  to open the details view for the respective request result row.

The displayed area showing all request data is also divided up into the known major areas as described in the example "ListRequest" with the respectively field sets. As described in the examples above, also this screen shows in orange font colour the title of the page REQUEST DETAILS and the request id besides of it. Our example shows a StatusRequest belonging to the eMandates application.

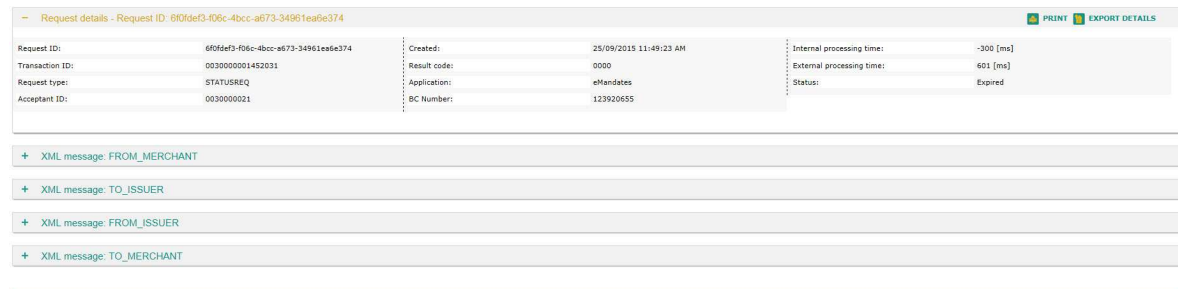


Figure 51: Request Detail Screen StatusRequest

Let's have a closer look at the request detail screen of the ResultRequest with the ID 6f0fdef3-f06c-4bcc-a673-34961ea6e374 belonging to the application eMandates. The following table lists all field sets and the data displayed in them, which are relevant for result requests with regard to the example eMandates ResultRequest:

Field set	Data Attribute
<b>ROUTING DETAILS</b>	<ul style="list-style-type: none"> <li>▪ Request ID</li> <li>▪ Request type <ul style="list-style-type: none"> <li>○ STATUSREQ</li> </ul> </li> <li>▪ Created</li> <li>▪ Transaction ID</li> <li>▪ Acceptant ID</li> <li>▪ Result code</li> <li>▪ Application</li> <li>▪ BC Number</li> <li>▪ Internal processing time</li> <li>▪ External processing time</li> <li>▪ Status</li> </ul>
<b>XML messages</b>	List of all XML messages, which are connected to the selected request.

Table 11: List of Request Detail Data ResultRequest

## 5.5 XML Messages

Each detail screen described in the chapters above contains a common data panel, which displays XML messages. The displayed messages belong to the respective selected request. Generally there are 4 xml messages. But it only will be displayed 2 messages, if the routing service already knows the final status of a transaction and an according status request comes in.

During loading of request data the systems retrieves all messages connected to the loaded request using the requests id. This information is stored in "TxnMessage" and is required to display the XML messages belonging to a certain request.

The example below shows the possible "**XML Messages**" an Acquirer Status Request: STATUSREQ:

- **FROM\_MERCHANT**
- **TO\_ISSUER**
- **FROM\_ISSUER**
- **TO\_MERCHANT**

Each panel is hidden initially after the page has been opened. To see the entire message, just click on the plus button. See figure below:



Figure 52: List of hidden messages.

```

- [XML message FROM_MERCHANT]
Created: 25.09.2015 11:49:23.972
Message type: MERCHANT_IN
.....
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<AcquirerStatusReq xmlns="http://www.betalvereniging.nl/idx/messages/Merchant-Acquirer/1.0.0"
  xmlns:ns2="http://www.w3.org/2000/09/xmldsig#" productID="NL:BVN:eMandatesB2B:1.0" version="1.0.0">
  <createDateTimeStamp>2015-09-25T09:49:23.822Z</createDateTimeStamp>
  <Merchant>
    <merchantID>0030000021</merchantID>
    <subID>0</subID>
  </Merchant>
  <Transaction>
    <transactionID>0030000001452031</transactionID>
  </Transaction>
  <Signature xmlns="http://www.w3.org/2000/09/xmldsig#">
    <SignedInfo>
      <CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#">
      <SignatureMethod Algorithm="http://www.w3.org/2001/04/xmldsig-more#rsa-sha256"/>
      <Reference URI="#">
        <Transform>
          <Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature"/>
          <Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#">
        </Transform>
        <DigestMethod Algorithm="http://www.w3.org/2001/04/xmenc#sha256"/>
        <DigestValue>DNTe60YtOB+t2zscm38qowqecYnweJ8FQ/+emVj7gM=</DigestValue>
      </Reference>
    </SignedInfo>
    <SignatureValue>10dvS6pTGJcHRvUcUP6uhirW0zuarFjLmqpl0vUEbayJ2UmyveRtv48AkXddj/WXlTfrGxtCOLDrE3c2BYbbTRro5
      L9Y7zVxRRQC4uKW84cyEwxvSU2kxhaQ+Ym5b0t4hOeM2k+8SdmFW2gQ+4kS2MLcx/jmxI65GxvYeaTi6Y2dc0ISuVCS/Nb2MUsoKdkrhU8
      10UQUWRSotH+LO7P4fL1ubovb8AspCqfMarhSbp+gYUXB5w5Xrjydm7LrjFknspey08YyRCHatr+SMeaDOW0yGE22Rw5vL21G3PgJ1Ra83p
      Mgs0AWmh3+pueLyb620/JonWwC4F9v86BTG5jg=</SignatureValue>
    <KeyInfo>
      <KeyName>A087EA34D0464671A69F6140FE5897c298582A2A</KeyName>
    </KeyInfo>
    </Signature>
  </AcquirerStatusReq>

```

Figure 53: Extract of an opened XML message "FROM\_MERCHANT"



```
-- [XML message TO_ISSUER]
Created: 25.09.2015 11:49:24.020
Message type: ISSUER_OUT
.....
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<awidkai:IssuerStatusReq xmlns:awidkai="http://www.betalvereniging.nl/IDx/messages/Acquirer-Issuer/1.0.0"
  xmlns:awap09="urn:iso:std:iso:20022:tech:xsdpain.009.001.04"
  xmlns:awap10="urn:iso:std:iso:20022:tech:xsdpain.010.001.04"
  xmlns:awap11="urn:iso:std:iso:20022:tech:xsdpain.011.001.04"
  xmlns:awdsig="http://www.w3.org/2000/09/xmldsig#"
  xmlns:awp12="urn:iso:std:iso:20022:tech:xsdpain.012.001.04" productID="NL.BVW:eMandatesB2B:1.0"
  version="1.0.0">
  <awidkai:createDateTimeStamp>2015-09-25T09:49:24.008Z</awidkai:createDateTimeStamp>
  <awidkai:Acquirer>
    <awidkai:acquirerID>0030</awidkai:acquirerID>
  </awidkai:Acquirer>
  <awidkai:Issuer>
    <awidkai:issuerID>ABNANL2A</awidkai:issuerID>
  </awidkai:Issuer>
  <awidkai:Transaction>
    <awidkai:transactionID>0030000001452031</awidkai:transactionID>
  </awidkai:Transaction>
  <Signature xmlns="http://www.w3.org/2000/09/xmldsig#">
    <SignedInfo>
      <CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" />
      <SignatureMethod Algorithm="http://www.w3.org/2001/04/xmldsig-more#rsa-sha256" />
      <Reference URI="">
        <Transforms>
          <Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature" />
          <Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" />
        </Transforms>
        <DigestMethod Algorithm="http://www.w3.org/2001/04/xmldsig#sha256" />
        <DigestValue>OpLR/laYxj5Vx7Aoh0MS3p0L38YE3KjD49C3iCiuRUc=</DigestValue>
      </Reference>
    </SignedInfo>
    <SignatureValue>Q0QY1C1EjYoyPFi012F8TeB0cab0bTL/B4pcDSW0spYKJ3lnFctvY/Lmqsf0yImE17ChFF8Av/3fUgc+lg+L
      2bTcdX/cC/02yK2y9G0VtlnfG09PfiEqkTrs2p5c0VtWZwE/fmNevzhG0T0fK8S5w92PdmuJ3QanP86+2Aiyomgm0tt0RwMFjC7
      0cxI/v14U29/1qulmWazh72F3M917mpwOMRvM8KREYgIAT8guuMqEIRN3fRghMQaB0CxtvFnnV10Mb29PL5+9Rublp19cDwGDMsR114W
      XKEDATAMltGJESYmcrP58FYMuU60CzltKW6eRQc=</SignatureValue>
    <KeyInfo>
      <KeyName>18186D20D701EA08EC85274524126AF94F7E1F9</KeyName>
    </KeyInfo>
  </Signature>
</awidkai:IssuerStatusReq>
```

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