



Order Detail API

Version v2.8

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# 1 Overview

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## 1.1 Audience

This document is intended to be used by the merchant's technical staff. For any information not explained in this user guide, contact Client Services.

## 1.2 Order Detail API Service

This document provides specific information on how to retrieve order and transaction details.

## 1.3 Representational State Transfer (ReST)

In order to create a simple and scalable service, the API follows a [ReST-style Web Service](#). Merchants can choose to receive the response data in XML or JSON form by setting the Request Response Format (request\_response\_format) parameter in the API request.

## 1.4 Encoding

The API expects all data to be URL and UTF 8 encoded, using character set, iso-8859-1 over HTTPS.

Value	Encoded Value	Description
&	Not needed	Used to separate all parameters
=	Not needed	Used for all parameter values
	Not needed	Used to separate all parameters within the REQUEST_FILTER variable
+	%2B	Used for all parameter values within the REQUEST_FILTER variable
SPACE	%20	If a space is needed, be sure to encode the character

## 1.5 Revision History

Version	Date	Description
1.0	13 Dec 2013	First version of document.
1.1	28 Jan 2014	Added transaction status table.
1.2	17 Sep 2014	Updated notes Section 3.2.
1.3	26 Jan 2016	New parameters PUSR_ID and PMT_BIN inside the ORDER_DETAIL_REPORT object
2.0	02 Feb 2018	Added fields in response: ADDR_ADDRESS ADDR_ADDRESS2 ADDR_CITY ADDR_ZIP AFFILIATE_ID AVS_CODE BATCH_ID

		CUST_BIRTHDAY CUST_BRCPCNPJ CVV_CODE DESCRIPTOR IP_ADDRESS MBSHP_ID PMT_BIN PMT_ID STATE_CODE TRANS_AUTH_UTC_TS
2.1	02 Mar 2018	Added Filter Parameters
2.2	10 Jul 2019	Added AAU Update date and PMT_AAU_UPDATE_DESC Response, PPA ACH Fields and Merchant's User defined Fields (XTL-UDFxx)
2.3	11 Mar 2020	Updated Order Detail API location with the correct URL
2.4	29 SEP 2020	Added PROC_BARCODE Boleto barcode data parameter
2.5	25 Jul 2021	Added Appendix for Fast Filter Mode support
2.6	17-Jan-2022	Fixed bug with FROM and TO timestamp record set mismatch between fast filter and standard mode Fixed bug with different columns returned in fast filter versus standard mode Added support for PENDING status Added support for multiple statuses in the same request filter Standardized timestamp format for TRANS_AUTH_UTC_TS and TRANS-SETTLE_UTC_TS
2.7	20 Sep 2023	Added Wallet (PMT_WALLET) parameter
2.8	20 Feb 2025	Added ARN, ORDER_INSIGHT_LOOKUP, ORDER_INSIGHT_STATUS, REQUEST_INITATOR, SERVICE_ADVICE, and SERVICE_RESPONSE, <a href="#">parameters</a> and <a href="#">Encoding</a> value table

## 2 Authentication

### 2.1 Location

The Order Detail API is located at: [/payment/prtl\\_service.cfm](/payment/prtl_service.cfm)

### 2.2 Authentication Parameters

In order to send requests to the API, merchants must acquire valid login credentials and permission to use this service from Client Services.

#### Authentication Fields

Field Name	Description
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request_login	API Login Name
request_password	API Password
request_action	Service request action
site_id	Website ID
client_id	Client ID
request_response_format	JSON, XML

## 3 Order Detail API

### 3.1 Calling the Order Detail API

Users may use the service by sending the parameters in the table below.

### 3.2 GET Order Detail API Request Parameters

Field	Description
request_login	Login Name
request_password	Login Password
request_response_format	JSON or XML
client_id	Client ID
site_id	Website ID (required for Authentication)
request_object	Send "ORDER_DETAIL_API" in this field.
request_action	"GET"
request_filter (see <a href="#">Encoding</a> )	<p>"Filter-by" attributes:</p> <p><b>FROM_TIMESTAMP</b> - report start date. Format: YYYY-MM-DD (<b>required</b>)</p> <p><b>TO_TIMESTAMP</b> - report end date. Format: YYYY-MM-DD(<b>required</b>)</p> <p><b>REF_DATE</b> - send "AUTH" to search by transaction <i>Authorization Date</i>; or send "SETTLE" to search by transaction <i>Settlement Date</i>;</p>

	<p>or send <b>“UPDATE”</b> to search by the <i>date that an order was updated</i> (i.e. Chargebacks, refunds, etc.)</p> <p><b>SITE_ID</b> – Website ID. Use this to filter the results for a specific website.</p> <ul style="list-style-type: none"> <li>Request Filters will not work without URL encoding</li> <li>The filter date range cannot be greater than 30 days. If the date range given is more than 30 days, the report will not return any transaction records. <ul style="list-style-type: none"> <li>When no filter is given, the report will return the transactions from the last 30 days, searching by <i>Authorization Date</i>.</li> </ul> </li> <li>The service will not return transaction records if invalid data is sent in the request_filter parameter.</li> <li>See <a href="#">Appendix E</a> for a comprehensive list of filter parameters and request parameter examples</li> </ul>
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### 3.3 GET Order Detail API Request Parameters

#### 3.3.1 XML

```
/payment/prtl_service.cfm?REQUEST_LOGIN=testuser@example.com&SITE_ID=1234&REQUEST_ACTION=GET&REQUEST_OBJECT=ORDER_DETAIL_API&REQUEST_FILTER=ORDER_DETAIL_API:FROM_TIMESTAMP+2017-12-13|TO_TIMESTAMP+2017-12-13|MERCH_ACCT_ID+1234|SITE_ID+7777&CLIENT_ID=12345&REQUEST_PASSWORD=Pass-012345&REQUEST_RESPONSE_FORMAT=XML&REQUEST_API_VERSION=2.5
```

#### 3.3.2 JSON

```
/payment/prtl_service.cfm?REQUEST_LOGIN=testuser@example.com&SITE_ID=1234&REQUEST_ACTION=GET&REQUEST_OBJECT=ORDER_DETAIL_API&REQUEST_FILTER=ORDER_DETAIL_API:FROM_TIMESTAMP+2017-12-13|TO_TIMESTAMP+2017-12-13|MERCH_ACCT_ID+1234|SITE_ID+7777&CLIENT_ID=12345&REQUEST_PASSWORD=Pass-012345&REQUEST_RESPONSE_FORMAT=JSON&REQUEST_API_VERSION=2.7
```

### 3.4 Response Parameters

Field Name	Description
REF_FIELD	Reference Field returns data that the API needs for validating a request. This field will return 0 or null on successful API requests.
RESPONSE_FORMAT	Returns the response format: XML or JSON
PERMISSIONS	Used for returning permission objects.

SERVICE_RESPONSE	Service Response Code
RESP_STATUS	Response Status
API_ADVICE	API Response Description
CURRENT_USER	Service User Information element.  <b>Sub-elements:</b> <b>CLIENT_ID</b> – Client ID <b>REQ_ID</b> – Request ID <b>CLIENT_COMPANY_NAME</b> – Company Name <b>PUSR_ID</b> – Service User ID (PUSR) <b>PUSR_IS_ADMIN</b> – Flag to indicate that the User is an admin
SERVICE_ADVICE	Service Advice. This will return a brief description of the SERVICE_RESPONSE.
FILTER	This will return the request filter used in the request.  Example: "FROM_TIMESTAMP+2017-12-04,TO_TIMESTAMP+2017-12-07,SITE_ID+12345,MERCH_ACCT_ID=17171"
FAST_FILTER	When set to "1", enables 'Fast Filter Mode'
API_RESPONSE	API Response Code
ORDER_DETAIL_API	This element contains individual transaction records.  <b>Sub-elements:</b> <b>ADDR_ADDRESS</b> – Billing Address <b>ADDR_ADDRESS2</b> – Billing Address; second line <b>ADDR_CITY</b> – Billing City <b>ADDR_ZIP</b> – Billing Postal Code <b>AFFILIATE_ID</b> – Client's identifier for affiliate or other traffic source <b>ARN</b> – Acquirer Reference Number, code that identifies a payment card transaction <b>AVS_CODE</b> – AVS Response Code <b>BATCH_ID</b> – Gateway Batch ID <b>CARD_BANK</b> - Cardholder's Issuing Bank <b>CARD_BRAND</b> – Credit Card Network/Brand <b>CARD_BRAND_NAME</b> – Credit Card Sub-brand Name/ACH <b>CARD_CLASS</b> – Categorizes the BIN as a Business, Corporate, Purchase, or Consumer card <b>CARD_PREPAID</b> – Indicates that the credit card is a prepaid card if value is "1" <b>CARD_TYPE</b> – Credit Card Type Name <b>CB_AMOUNT</b> –Chargeback Amount

	<p><b>CB_CASE_NUMBER</b> – Indicates the chargeback case number created by the Issuing Bank</p> <p><b>CB_DISPUTE_DATE</b> – Chargeback Dispute Date</p> <p><b>CB_DISPUTE_TYPE</b> – Chargeback Dispute Type</p> <p><b>CB_REASON</b> – Chargeback Reason Code</p> <p><b>CB_REPORT_DATE</b> – Chargeback Report Date</p> <p><b>COUNTRY</b> – Billing Address Country</p> <p><b>CREDIT_REASON</b> – Credit or Reversal Reason Description</p> <p><b>CREDIT_THIRD_PARTY_PROC</b> – Credit Third-party Processor Name (ex. “Ethoca”)</p> <p><b>CURRENCY_REQUESTED</b> – Requested Currency Code</p> <p><b>CURRENCY_SETTLED</b> – Settled Currency Code</p> <p><b>CUST_BIRTHDAY</b> – Customer’s birth date</p> <p><b>CUST_BRCPCNPJ</b> – Customer’s Brazil National ID</p> <p><b>CUST_EMAIL</b> – Customer Email Address</p> <p><b>CUST_FNAME</b> – Customer First Name</p> <p><b>CUST_ID</b> – Customer ID</p> <p><b>CUST_ID_XTL</b> – Merchant External Customer ID</p> <p><b>CUST_LNAME</b> – Customer Last Name</p> <p><b>CVV_CODE</b> – CVV Response Code</p> <p><b>DESCRIPTOR</b> – Transaction Descriptor</p> <p><b>DW_ID</b> – Digital Wallet ID (e.g. ApplePay)</p> <p><b>IP_ADDRESS</b> – Customer’s IP Address</p> <p><b>MBSHP_ID</b> – Membership/Subscription ID</p> <p><b>MERCH_ACCT_ID</b> – Merchant Account ID</p> <p><b>MERCH_ACCT_NAME</b> – Merchant Account Name</p> <p><b>MERCH_ACCT_NUMBER</b> – Merchant Account Number/ID (MID)</p> <p><b>ORDER_AMOUNT</b> – Order Amount</p> <p><b>ORDER_AMOUNT_SETTLED</b> – Order Amount Settled</p> <p><b>ORDER_INSIGHT_LOOKUP</b> – Binary to show if an Order Insight request has been received for the transaction</p> <p><b>ORDER_INSIGHT_STATUS</b> – 1 (responded), 2 (failed), 3 (deflection), 4 (negation), 5 (reversal)</p> <p><b>ORDER_TOTAL</b> – Order Aggregate (Including taxes and shipping where applicable)</p> <p><b>P3DS_ECI</b> – Electronic Commerce Indicator</p> <p><b>PAYMENT_TYPE</b> – Payment Type (ex. “Credit Card”)</p> <p><b>PMT_AAU_UPDATE_DESC</b> – Type of update by AAU (new card, new expiry, closed, etc.)</p> <p><b>PMT_AAU_UPDATE_DT</b> – Date the credit card was last updated by AAU</p> <p><b>PMT_BIN</b> – Payment Number’s First 6 Digits</p> <p><b>PMT_BIN_COUNTRY</b> – Issuer Bank country for the BIN</p> <p><b>PMT_ID</b> – Unique ID for Payment Number (ex. token for a credit card)</p> <p><b>PMT_LAST4</b> – Payment Number’s Last 4 Digits</p>
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	<p><b>PMT_WALLET</b> - Wallet payment type (Apple Pay, Network Token etc) used in the payment record</p> <p><b>PO_ID</b> - Order ID</p> <p><b>PO_ID_XTL</b> - Merchant External Order ID</p> <p><b>PO_LI_AMOUNT</b> - Purchase Order Line Item Total Amount</p> <p><b>PO_LI_TYPE_NAME</b> - Purchase Order Line Item Type Name</p> <p><b>PROC_AUTH_CODE</b> - Auth code from the processor</p> <p><b>PROC_BARCODE</b> - Boleto barcode data</p> <p><b>PROC_ID</b> - Processor ID</p> <p><b>PROC_NAME</b> - Processor name</p> <p><b>PROC_REFERENCE_NUM</b> - Processor ReferenceNumber</p> <p><b>PROC_RESP_CODE</b> -Processor Response Code</p> <p><b>PROC_RESP_DESC</b> -Processor Response Description</p> <p><b>PROC_RETRIEVAL_NUM</b> -Processor Retrieval Number</p> <p><b>PROD_ID</b> -Product ID</p> <p><b>PROD_ID_XTL</b> - Merchant Product ID</p> <p><b>PROD_NAME</b> -Product Name</p> <p><b>PRODUCT_TYPE</b> - Product Type</p> <p><b>PUSR_ID</b> - Service User ID (PUSR)</p> <p><b>RDR_CASE_AMOUNT</b> - Rapid Dispute Resolution amount</p> <p><b>RDR_CASE_RECEIVED_DATE</b> - Rapid Dispute Resolution import date</p> <p><b>RDR_CASE_TYPE</b> - Rapid Dispute Resolution</p> <p><b>RDR_ID</b> - Rapid Dispute Resolution ID from Verifi</p> <p><b>RDR_TRANSACTION_DATE</b> - Rapid Dispute Resolution linked original transaction date</p> <p><b>REBILL</b> - Rebill Indicator (“Yes” or “No”)</p> <p><b>REQUEST_INITATOR</b>- Used to identify transaction origination (CIT (C) and MIT (M))</p> <p><b>SCRUB_REASON</b> - Decline description driven by the Repeat Purchase Limits set in the Portal</p> <p><b>SERVICE_ACTION</b> - Service Action Name</p> <p><b>SERVICE_ADVISE</b> - Service Response Advice</p> <p><b>SERVICE_RESPONSE</b> - Service Response Code</p> <p><b>SITE_ID</b> - Website ID</p> <p><b>SITE_NAME</b> - Website Name</p> <p><b>STATE_CODE</b> - Billing Address State</p> <p><b>TRANS_AMOUNT</b> - Transaction Amount</p> <p><b>TRANS_AUTH_UTC_TS</b> - Transaction Authorization Date Timestamp (UTC Time Zone, format DD-MON-YYYY HH24:MI:SS)</p> <p><b>TRANS_ID</b> - Transaction ID</p> <p><b>TRANS_NTOKEN_USED</b> - Binary to show if a Network Token has been used to process the transaction</p> <p><b>TRANS_SETTLE_UTC_TS</b> - Transaction Settlement Date Timestamp (UTC Time Zone, format DD-MON-YYYY HH24:MI:SS)</p>
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	<b>TRANS_STATUS</b> – Transaction Status (i.e. Approved, Declined, Pending) <b>USERNAME</b> – Membership/Subscription or other site access control username <b>XTL_UDFxx</b> - Merchant’s User Defined Fields, with xx having a value from 01 to 20
QRY_OBJS	Used internally. Merchants can ignore this element.

### 3.5 GET Order Detail API Response Example (XML)

```

<RESPONSE>
  <REF_FIELD/>
  <PERMISSIONS/>
  <API_ADVICE/>
  <CURRENT_USER>
    <CLIENT_ID>878787</CLIENT_ID>
    <REQ_ID>1401934</REQ_ID>
    <CLIENT_COMPANY_NAME>ExampleCorp</CLIENT_COMPANY_NAME>
    <PUSR_ID>12345</PUSR_ID>
    <PUSR_IS_ADMIN>1</PUSR_IS_ADMIN>
    <CLIENT_IS_RESELLER>1</CLIENT_IS_RESELLER>
    <ARGUS_EMPLOYEE>1</ARGUS_EMPLOYEE>
    <RESELLER_CLIENT_ID/>
  </CURRENT_USER>
  <API_RESPONSE>0</API_RESPONSE>
  <SERVICE_ADVICE/>
  <FILTER>FROM_TIMESTAMP+2017-11-13,TO
TIMESTAMP+2017-12-14,MERCH_ACCT_ID+12345,SITE_ID+1234,REF_DATE+SETTLED</FILTER>
  <RESPONSE_FORMAT>XML</RESPONSE_FORMAT>
  <SERVICE_RESPONSE>0</SERVICE_RESPONSE>
  <REF_OBJECT/>
  <RESP_STATUS>1</RESP_STATUS>
  <ORDER_DETAIL_API>
    <ORDER_DETAIL_API>
      <CARD_BRAND>MasterCard</CARD_BRAND>
      <CURRENCY_REQUESTED>USD</CURRENCY_REQUESTED>
      <CURRENCY_SETTLED>USD</CURRENCY_SETTLED>
      <CUST_EMAIL/>
      <CUST_FNAME>John James</CUST_FNAME>
      <CUST_ID>245036</CUST_ID>
      <CUST_ID_XTL>updatethis14</CUST_ID_XTL>
      <CUST_LNAME>Sebastian</CUST_LNAME>
      <MERCH_ACCT_ID>12345</MERCH_ACCT_ID>
      <MERCH_ACCT_NAME>Bank Test</MERCH_ACCT_NAME>
      <MERCH_ACCT_NUMBER>199770001998</MERCH_ACCT_NUMBER>
      <ORDER_AMOUNT>10.55</ORDER_AMOUNT>
      <ORDER_AMOUNT_SETTLED>10</ORDER_AMOUNT_SETTLED>
    </ORDER_DETAIL_API>
  </ORDER_DETAIL_API>

```

<PAYMENT\_TYPE>SEPA</PAYMENT\_TYPE>  
<PMT\_LAST4>6346</PMT\_LAST4>  
<PMT\_WALLET>Apple Pay</PMT\_WALLET>  
<PMT\_BIN>444444</PMT\_BIN>  
<PMT\_AAU\_UPDATE\_DT>2019-07-17</PMT\_AAU\_UPDATE\_DT>  
<PMT\_AAU\_UPDATE\_DESC>Account Number Change Message</PMT\_AAU\_UPDATE\_DESC>  
<PO\_ID>499263</PO\_ID>  
<PO\_ID\_XTL>blues1</PO\_ID\_XTL>  
<POSTAL\_CODE>751015</POSTAL\_CODE>  
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<PROC\_RESP\_CODE/>  
<PROC\_RESP\_DESC/>  
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<PROC\_RETRIEVAL\_NUM/>  
<PROD\_ID>1001</PROD\_ID>  
<PROD\_ID\_XTL>zgds433</PROD\_ID\_XTL>  
<PROD\_NAME>Test Variable</PROD\_NAME>  
<PRODUCT\_TYPE>Variable Price</PRODUCT\_TYPE>  
<PUSR\_ID>111111</PUSR\_ID>  
<REBILL>NO</REBILL>  
<SERVICE\_ACTION>CCAUTHCAP</SERVICE\_ACTION>  
<SITE\_ID>1234</SITE\_ID>  
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<CURRENCY\_SETTLED/>  
<CUST\_EMAIL/>  
<CUST\_FNAME>Mike</CUST\_FNAME>  
<CUST\_ID>250009</CUST\_ID>  
<CUST\_ID\_XTL>mnjss4</CUST\_ID\_XTL>  
<CUST\_LNAME>Smith</CUST\_LNAME>  
<MERCH\_ACCT\_ID>12345</MERCH\_ACCT\_ID>  
<MERCH\_ACCT\_NAME>Bank Test</MERCH\_ACCT\_NAME>  
<MERCH\_ACCT\_NUMBER>ff80808137a31cbe0137a8c2a2df06d3</MERCH\_ACCT\_NUMBER>  
<ORDER\_AMOUNT/>  
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<PAYMENT\_TYPE>SEPA</PAYMENT\_TYPE>  
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</ORDER\_DETAIL\_API>  
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<CARD\_BRAND>Visa</CARD\_BRAND>  
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<CURRENCY\_SETTLED/>  
<CUST\_EMAIL/>  
<CUST\_FNAME>Mike</CUST\_FNAME>  
<CUST\_ID>250009</CUST\_ID>  
<CUST\_ID\_XTL>mnjss4</CUST\_ID\_XTL>  
<CUST\_LNAME>Smith</CUST\_LNAME>  
<MERCH\_ACCT\_ID>12345</MERCH\_ACCT\_ID>  
<MERCH\_ACCT\_NAME>Bank Test</MERCH\_ACCT\_NAME>  
<MERCH\_ACCT\_NUMBER>ff80808137a31cbe0137a8c2a2df06d3</MERCH\_ACCT\_NUMBER>  
<ORDER\_AMOUNT/>  
<ORDER\_AMOUNT\_SETTLED/>  
<PAYMENT\_TYPE>SEPA</PAYMENT\_TYPE>  
<PMT\_LAST4>1234</PMT\_LAST4>  
<PO\_ID>52536</PO\_ID>  
<PO\_ID\_XTL>123456abcz</PO\_ID\_XTL>

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<PROC\_REFERENCE\_NUM/>  
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<PROD\_NAME/>  
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<SERVICE\_ACTION>CCAUTHCAP</SERVICE\_ACTION>  
<SITE\_ID>1234</SITE\_ID>  
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<ORDER\_DETAIL\_API>  
<ADDR\_ZIP>90001</ADDR\_ZIP>  
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<CARD\_BRAND>Visa</CARD\_BRAND>  
<CARD\_BRAND\_NAME>Visa</CARD\_BRAND\_NAME>  
<CARD\_PREPAID>0</CARD\_PREPAID>  
<CARD\_TYPE>VISA CLASSIC</CARD\_TYPE>  
<CB\_AMOUNT>46</CB\_AMOUNT>  
<CB\_DISPUTE\_DATE>2017-06-25 19:20:42.000</CB\_DISPUTE\_DATE>  
<CB\_DISPUTE\_TYPE>Chargeback</CB\_DISPUTE\_TYPE>  
<CB\_REASON>83</CB\_REASON>  
<CB\_REPORT\_DATE>2017-06-26 07:00:40.000</CB\_REPORT\_DATE>  
<CREDIT\_REASON/>  
<CREDIT\_THIRD\_PARTY\_PROC/>  
<CURRENCY\_REQUESTED>USD</CURRENCY\_REQUESTED>  
<CURRENCY\_SETTLED>EUR</CURRENCY\_SETTLED>  
<CUST\_EMAIL>damondettmann@gmail.com</CUST\_EMAIL>  
<CUST\_FNAME>John</CUST\_FNAME>  
<CUST\_ID>12345678</CUST\_ID>  
<CUST\_ID\_XTL/>  
<CUST\_LNAME>Mrmann</CUST\_LNAME>  
<MERCH\_ACCT\_ID>54321</MERCH\_ACCT\_ID>  
<MERCH\_ACCT\_NAME>BIG Merchant</MERCH\_ACCT\_NAME>

```

<MERCHANT_ACCT_NUMBER>212121212</MERCHANT_ACCT_NUMBER>
<ORDER_AMOUNT>0</ORDER_AMOUNT>
<ORDER_AMOUNT_SETTLED>46</ORDER_AMOUNT_SETTLED>
<PAYMENT_TYPE>CC</PAYMENT_TYPE>
<PMT_BIN>411111</PMT_BIN>
<PMT_LAST4>3456</PMT_LAST4>
<PMT_WALLET>Apple Pay</PMT_WALLET>
<PO_ID>12345678</PO_ID>
<PO_ID_XTL/>
<PROC_BARCODE/>
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<PROC_RESP_CODE/>
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<PROD_ID/>
<PROD_ID_XTL/>
<PROD_NAME/>
<PRODUCT_TYPE/>
<PUSR_ID>1234</PUSR_ID>
<REBILL>NO</REBILL>
<SERVICE_ACTION>CCCHARGEBACK</SERVICE_ACTION>
<SITE_ID>12345</SITE_ID>
<SITE_NAME>clickshag.com</SITE_NAME>
<TRANS_AMOUNT>-46</TRANS_AMOUNT>
<TRANS_AUTH_UTC_TS>25-JUN-2017 07:00:00</TRANS_AUTH_UTC_TS>
<TRANS_ID>123456789</TRANS_ID>
<TRANS_SETTLE_UTC_TS>26-JUN-2017 22:59:31</TRANS_SETTLE_UTC_TS>
<TRANS_STATUS>APPROVED</TRANS_STATUS>
</ORDER_DETAIL_API>
</ORDER_DETAIL_API>
</RESPONSE>

```

### 3.6 GET Order Detail API Response Example (JSON)

```

{
  "RESPONSE": {
    "REF_FIELD": "",
    "PERMISSIONS": "",
    "API_ADVICE": "",
    "CURRENT_USER": {
      "CLIENT_ID": "878787",
      "REQ_ID": "1401934",
      "CLIENT_COMPANY_NAME": "ExampleCorp",
      "PUSR_ID": "12345",
      "PUSR_IS_ADMIN": "1",
      "CLIENT_IS_RESELLER": "1",
      "ARGUS_EMPLOYEE": "1",
      "RESELLER_CLIENT_ID": ""
    }
  }
}

```

```

},
"API_RESPONSE": "0",
"SERVICE_ADVICE": "",
"FILTER": "FROM_TIMESTAMP+2017-11-13,TO
TIMESTAMP+2017-12-14,MERCH_ACCT_ID+12345,SITE_ID+1234,REF_DATE+SETTLED",
"RESPONSE_FORMAT": "XML",
"SERVICE_RESPONSE": "0",
"REF_OBJECT": "",
"RESP_STATUS": "1",
"ORDER_DETAIL_API": {
  "ORDER_DETAIL_API": [
    {
      "CARD_BRAND": "MasterCard",
      "CURRENCY_REQUESTED": "USD",
      "CURRENCY_SETTLED": "USD",
      "CUST_EMAIL": "",
      "CUST_FNAME": "John James",
      "CUST_ID": "245036",
      "CUST_ID_XTL": "updatethis14",
      "CUST_LNAME": "Sebastian",
      "MERCH_ACCT_ID": "12345",
      "MERCH_ACCT_NAME": "Bank Test",
      "MERCH_ACCT_NUMBER": "199770001998",
      "ORDER_AMOUNT": "10.55",
      "ORDER_AMOUNT_SETTLED": "10",
      "PAYMENT_TYPE": "SEPA",
      "PMT_LAST4": "6346",
      "PMT_WALLET": "Apple Pay",
      "PMT_BIN": "444444",
      "PMT_AAU_UPDATE_DT": "2019-07-17",
      "PMT_AAU_UPDATE_DESC": "Account Number Change
      Message",
      "PO_ID": "499263",
      "PO_ID_XTL": "blues1",
      "POSTAL_CODE": "751015",
      "PROC_BARCODE": "",
      "PROC_REFERENCE_NUM": "",
      "PROC_RESP_CODE": "",
      "PROC_RESP_DESC": "",
      "PROC_RESP_ID": "",
      "PROC_RETRIEVAL_NUM": "",
      "PROD_ID": "1001",
      "PROD_ID_XTL": "zgds433",
      "PROD_NAME": "Test Variable",
      "PRODUCT_TYPE": "Variable Price",
      "PUSR_ID": "111111",
      "REBILL": "NO",
    }
  ]
}

```

```

    "SERVICE_ACTION": "CCAUTHCAP",
    "SITE_ID": "1234",
    "SITE_NAME": "DEFAULT_SITE",
    "TRANS_STATUS": "APPROVED",
    "TRANS_AMOUNT": "10.55",
    "TRANS_AUTH_TS": "13-DEC-2017 22:11:19",
    "TRANS_ID": "353185",
    "TRANS_SETTLE_TS": "",
    "XTL_UDF01": "Merchant Defined Field",
    "XTL_UDF02": "Merchant Defined Field",
    "XTL_UDF03": "Merchant Defined Field"
  },
  {
    "CARD_BRAND": "Visa",
    "CURRENCY_REQUESTED": "USD",
    "CURRENCY_SETTLED": "",
    "CUST_EMAIL": "",
    "CUST_FNAME": "Mike",
    "CUST_ID": "250009",
    "CUST_ID_XTL": "mnjss4",
    "CUST_LNAME": "Smith",
    "MERCH_ACCT_ID": "12345",
    "MERCH_ACCT_NAME": "Bank Test",
    "MERCH_ACCT_NUMBER":
    "ff80808137a31cbe0137a8c2a2df06d3",
    "ORDER_AMOUNT": "",
    "ORDER_AMOUNT_SETTLED": "",
    "PAYMENT_TYPE": "SEPA",
    "PMT_LAST4": "0026",
    "PMT_WALLET": "Apple Pay",
    "PO_ID": "499304",
    "PO_ID_XTL": "123456abcz",
    "POSTAL_CODE": "751015",
    "PROC_BARCODE": "",
    "PROC_REFERENCE_NUM": "",
    "PROC_RESP_CODE": "",
    "PROC_RESP_DESC": "",
    "PROC_RESP_ID": "",
    "PROC_RETRIEVAL_NUM": "",
    "PROD_ID": "",
    "PROD_ID_XTL": "",
    "PROD_NAME": "",
    "PRODUCT_TYPE": "",
    "REBILL": "NO",
    "SERVICE_ACTION": "CCAUTHCAP",
    "SITE_ID": "1234",
    "SITE_NAME": "DEFAULT_SITE",

```



```

"TRANS_STATUS": "PENDING",
"TRANS_AMOUNT": "33.67",
"TRANS_AUTH_TS": "14-DEC-2017 01:03:37",
"TRANS_ID": "353227",
"TRANS_SETTLE_TS": "",
"XTL_UDF01": "Merchant Defined Field",
"XTL_UDF02": "Merchant Defined Field",
"XTL_UDF03": "Merchant Defined Field"
},
{
"CARD_BRAND": "Visa",
"CURRENCY_REQUESTED": "USD",
"CURRENCY_SETTLED": "",
"CUST_EMAIL": "",
"CUST_FNAME": "Mike",
"CUST_ID": "250009",
"CUST_ID_XTL": "mnjss4",
"CUST_LNAME": "Smith",
"MERCH_ACCT_ID": "12345",
"MERCH_ACCT_NAME": "Bank Test",
"MERCH_ACCT_NUMBER":
"f80808137a31cbe0137a8c2a2df06d3",
"ORDER_AMOUNT": "",
"ORDER_AMOUNT_SETTLED": "",
"PAYMENT_TYPE": "SEPA",
"PMT_LAST4": "1234",
"PO_ID": "52536",
"PO_ID_XTL": "123456abcz",
"POSTAL_CODE": "751015",
"PROC_BARCODE": "",
"PROC_REFERENCE_NUM": "",
"PROC_RESP_CODE": "",
"PROC_RESP_DESC": "",
"PROC_RESP_ID": "",
"PROC_RETRIEVAL_NUM": "",
"PROD_ID": "",
"PROD_ID_XTL": "",
"PROD_NAME": "",
"PRODUCT_TYPE": "",
"REBILL": "NO",
"SERVICE_ACTION": "CCAUTHCAP",
"SITE_ID": "1234",
"SITE_NAME": "DEFAULT_SITE",
"TRANS_STATUS": "DECLINED",
"TRANS_AMOUNT": "33.67",
"TRANS_AUTH_TS": "14-DEC-2017 01:03:37",
"TRANS_ID": "29303",

```

```

"TRANS_SETTLE_TS": "",
"XTL_UDF01": "Merchant Defined Field",
"XTL_UDF02": "Merchant Defined Field",
"XTL_UDF03": "Merchant Defined Field"
},
{
"ADDR_ZIP": "90001",
"CARD_BANK": "STATE CITY NATIONAL BANK",
"CARD_BRAND": "Visa",
"CARD_BRAND_NAME": "Visa",
"CARD_PREPAID": "0",
"CARD_TYPE": "VISA CLASSIC",
"CB_AMOUNT": "46",
"CB_DISPUTE_DATE": "2017-06-25 19:20:42.000",
"CB_DISPUTE_TYPE": "Chargeback",
"CB_REASON": "83",
"CB_REPORT_DATE": "2017-06-26 07:00:40.000",
"CREDIT_REASON": "",
"CREDIT_THIRD_PARTY_PROC": "",
"CURRENCY_REQUESTED": "USD",
"CURRENCY_SETTLED": "EUR",
"CUST_EMAIL": "damondettmann@gmail.com",
"CUST_FNAME": "John",
"CUST_ID": "12345678",
"CUST_ID_XTL": "",
"CUST_LNAME": "Mrmann",
"MERCH_ACCT_ID": "54321",
"MERCH_ACCT_NAME": "BIG Merchant",
"MERCH_ACCT_NUMBER": "212121212",
"ORDER_AMOUNT": "0",
"ORDER_AMOUNT_SETTLED": "46",
"PAYMENT_TYPE": "CC",
"PMT_BIN": "411111",
"PMT_LAST4": "3456",
"PMT_WALLET": "Apple Pay",
"PO_ID": "12345678",
"PO_ID_XTL": "",
"PROC_BARCODE": "",
"PROC_REFERENCE_NUM": "",
"PROC_RESP_CODE": "",
"PROC_RESP_DESC": "",
"PROC_RETRIEVAL_NUM": "",
"PROD_ID": "",
"PROD_ID_XTL": "",
"PROD_NAME": "",
"PRODUCT_TYPE": "",
"PUSR_ID": "1234",

```

```

    "REBILL": "NO",
    "SERVICE_ACTION": "CCCHARGEBACK",
    "SITE_ID": "12345",
    "SITE_NAME": "clickshag.com",
    "TRANS_AMOUNT": "-46",
    "TRANS_AUTH_UTC_TS": "25-JUN-2017 07:00:00",
    "TRANS_ID": "123456789",
    "TRANS_SETTLE_UTC_TS": "26-JUN-2017 22:59:31",
    "TRANS_STATUS": "APPROVED"
  }
]
}
}
}

```

## 4 Scenarios

---

### 4.1 Chargeback Feed

One scenario is to use the Order Detail Report to fetch daily chargebacks.

In order to use the Order Detail Report API as a "chargeback feed" each day, follow these steps.

#### 4.1.1 Construct a set of parameters to run the API.

Your parameters may look something like this:

```

REQUEST_LOGIN=[whatever your API login is for your account]
REQUEST_PASSWORD=[the password which corresponds to your login]
REQUEST_OBJECT=ORDER_DETAIL_API
REQUEST_ACTION=GET
REQUEST_API_VERSION=2.7
REQUEST_RESPONSE_FORMAT=[either JSON or XML]
SITE_ID=[your site id for which you want to find chargebacks]
REQUEST_FILTER=ORDER_DETAIL_API:FROM_TIMESTAMP+yyyy-mm-dd|TO_TIMESTAMP+yyyy-
mm-dd|REF_DATE+UPDATE|SITE_ID+XXXXX|MERCH_ACCT_ID+XXXXX
  FROM_TIMESTAMP=[yesterday's date]
  TO_TIMESTAMP=[also yesterday's date]
  SITE_ID=[OPTIONAL: your site id for which you want to find chargebacks]
  MERCH_ACCT_ID[OPTIONAL: your merch acct id for the MID for which you want to find
chargebacks]

```

#### 4.1.2 Process the results to only look at chargebacks.

*XML FORMAT*

- a. In the response data structure, you would look for an array of zero or more ORDER\_DETAIL\_REPORT elements.

b. In each of those elements, you would look for an element named SERVICE\_ACTION. (XPATH: /RESPONSE/ORDER\_DETAIL\_API/ORDER\_DETAIL\_API/SERVICE\_ACTION)

c. If the SERVICE\_ACTION value is "CCCHARGEBACK", then this is a record that you want (otherwise skip it). You can use other elements in the ORDER\_DETAIL\_REPORT\_RECORD (such as CB\_DISPUTE\_DATE, CB\_REASON, etc.) to relate this chargeback to a previously recorded ORDER\_ID, etc.

#### JSON FORMAT

a. In the response data structure, you would find the element with the path .ORDER\_DETAIL\_API.COLUMNS, which is an array of column names, which occur in the order in which the data will be arranged.

b. You should next find the element with the path .ORDER\_DETAIL\_API.DATA, which is an array of order detail records. Consider these records to be rows in a table, which is described by the aforementioned array of column names.

c. You may then process each row of order detail records, and if the column called SERVICE\_ACTION is "CCCHARGEBACK", then this is a record that you want (otherwise skip it). You can use the other columns in the record (such as CB\_DISPUTE\_DATE, CB\_REASON, etc.) to relate this chargeback to a previously recorded ORDER\_ID, etc.

## APPENDIX A: Service Actions

REQUEST_ACTION	Description
ACHAUTHCAP	Used for authorization and capture requests.
ACHAUTHORIZE	Used for Authorizations without Capture
ACHREVERSE	Used for Authorization Capture Reversal
ACHCREDIT	Used for transaction credit requests.
APPLEPAYCONFIG	Instructs the endpoint to provide Apple Pay Configuration
CCAUTHORIZE	Used for sending transaction authorization-only requests.
CCCAPTURE	Used for sending transaction capture previous authorization requests.
CCAUTHCAP	Used for sending transaction "authorization and capture" requests.

<b>CCCREVERSE</b>	Used for sending transaction reversal or void requests. Sending this will reverse the <b>original authorization</b> . For reversing CCCAPTURE transactions, merchants should use CCREVERSECAP as the request action.
<b>CCREVERSECAP</b>	Used for sending transaction reversal or void requests against a "CCCAPTURE" transaction.
<b>CCCREDIT</b>	Used for issuing transaction returns or credits.
<b>CCRDR</b>	Used for RDR Dispute Processing
<b>CCTC40</b>	Used for TC40 Alerts Processing
<b>CCSTATUS</b>	Used for checking the status of a previous transaction or order.
<b>CCTRANSUPDATE</b>	Used to add receipts on transaction that was previously run (approved or declined)
<b>CCCHARGEBACK</b>	Used for creating chargeback transactions.
<b>DBTAUTHORIZE</b>	Used for preparing Mandate without charging
<b>DBTCAPTURE</b>	Used to charge the Mandate for the submitted amount
<b>DBTCREDIT</b>	Used for European Direct Debit refund or credit requests.
<b>DBTDEBIT</b>	Used for European Direct Debit authorizations.
<b>DBTREVERSE</b>	Used for European Direct Debit Mandate Cancellation
<b>TESTGW</b>	Used for testing gateway availability.
<b>TESTAUTH</b>	Used for testing basic authentication.
<b>SUB_CANCEL</b>	Used for requesting cancellation of an active membership record.
<b>SUB_UPDATE</b>	Used for updating the Product ID of an existing membership record.
<b>BOLETOAUTHCAP</b>	Used for Brazilian Boleto Payment type
<b>PIXSALE</b>	Used for Brazilian Pix Payment type
<b>PAGSALE</b>	Used for Peru's PagoEfectivo Payment type

## *APPENDIX B: Transaction State (For Debit Transactions)*

<b>TRANS_STATUS</b>	<b>Description</b>
PENDING	Initial debit preauthorization has been approved and waiting on completion.
DECLINED	Initial debit preauthorization has been declined by bank.
APPROVED	Transaction settlement has been completed.
FAILED	Transaction completion has failed. Payment was not transferred.
RUNNING	Transaction is still waiting completion due to an error.

## *APPENDIX C: Transaction Status (Credit Card)*

<b>TRANS_STATUS</b>	<b>Description</b>
APPROVED	Transaction has been approved.
DECLINED	Transaction has been declined.
PENDING	Transaction is in pending status (expected on Preauthorization of online check transactions (i.e. EU Debit, ACH, etc.)).
RUNNING	Transaction processing is not completed or is waiting completion.
FAILED	Transaction did not finish payment completion (used in European Direct Debit transactions)

## *APPENDIX D: Transaction Status (ACH)*

<b>TRANS_STATUS</b>	<b>Description</b>
APPROVED	Transaction has been approved.
PENDING	The transaction is in a pending status.
RUNNING	Transaction processing was not completed or is waiting completion usually because of gateway error.

<b>REJECTED</b>	Transaction has been returned for technicalities before it is submitted for payment.eg Parameter error (400)
<b>RETURNED</b>	Transaction has been declined/bounced for reasons like Insufficient Funds, Account Closed, Stopped Payment, etc

## *APPENDIX E: Filter Parameters*

<b>Filter Parameter</b>	<b>Name</b>
<b>ADDR_ADDRESS</b>	Customer Address
<b>ADDR_ZIP</b>	Customer Zip Code
<b>APPROVED</b>	Set this to value '1' to Include declined orders. This is the default.
<b>AUTH_AMT</b>	Authorization Amount
<b>BATCH_ID</b>	Batch Number
<b>CLIENT_ID_CHILD</b>	Client ID
<b>CUST_EMAIL</b>	Customer Email
<b>CUST_NAME</b>	Customer
<b>DECLINED</b>	Set this to value '1' to Include declined orders
<b>DESCRIPTOR</b>	Descriptor
<b>FROM_TIMESTAMP</b>	From Date
<b>IP</b>	Customer IP Address
<b>MBSHP_ID</b>	Membership ID
<b>MERCH_ACCT_ID</b>	Merchant Account ID
<b>OMNI</b>	A value for OMNI will match any "key" type of field (i.e. anything that ends in _ID or an email address, etc.) Partial matches are supported on non-numeric fields.
<b>ORDER_ID</b>	Order ID
<b>PENDING</b>	Set this to value '1' to Include pending orders

<b>PMT_BIN</b>	Payment BIN. Note this is the first 6 digits of the card number. 8-9 digits will be supported in a later version.
<b>PMT_ID</b>	Payment ID
<b>PMT_LAST4</b>	Payment Last Four
<b>PMT_NUMB</b>	Card Number
<b>SITE_ID</b>	Site
<b>TO_TIMESTAMP</b>	To Date
<b>TRANS_ID</b>	Transaction ID
<b>USERNAME</b>	Customer Username

Note Regarding APPROVED, DECLINED, and PENDING

- If none of APPROVED, DECLINED, or PENDING filters are used, then only approved orders will be returned
- Any combination of APPROVED, DECLINED, and/or PENDING filters are acceptable in a single request

## *APPENDIX F: Fast Filter Mode*

In order to address the standard filter parameter's 1000 maximum records limit, our clients with large record set needs can use the Fast Filter mode option. This option is recommended for those who need to pull complete record sets for further processing on their own system.

**Note:** Fast Filter parameters are very limited and can only honor the following filters:

Name	Description
<b>FAST_FILTER</b>	When 1, enables Fast Filter mode
<b>FROM_TIMESTAMP</b>	Standard filter
<b>TO_TIMESTAMP</b>	Standard Filter
<b>APPROVED</b>	Set to 1 to get approved orders
<b>DECLINED</b>	Set to 1 to get declined orders
<b>PENDING</b>	Set to 1 to get pending orders



<b>OFFSET</b>	The number to tell the system what row to start returning
<b>MAXROWS</b>	Maximum number of rows (100000 max)

**Additional Notes When FAST\_FILTER is Enabled:**

- Records can only be retrieved from a **maximum of 7 days** in the past.
- Any other filters are ignored
- OFFSET and MAXROWS are filters which only work with FAST\_FILTER
- It can only retrieve a maximum of 100000
- To retrieve more than 100k rows, send:
  - OFFSET=0,MAXROWS=100000
  - OFFSET=100000,MAXROWS=100000
  - OFFSET=200000,MAXROWS=100000
  - OFFSET=300000,MAXROWS=100000
  - OFFSET=400000,MAXROWS=100000
  - etc
  - This would retrieve 500,000 rows of data. There is no limit to the offset value. If the result set is < 100,000 (including 0), this means there are no more records to retrieve.
- Only JSON format in the response is supported.

**FAST\_FILTER REQUEST EXAMPLE**

```
{
  "SITE_ID": "12345",
  "REQUEST_ACTION": "GET",
  "REQUEST_OBJECT": "ORDER_DETAIL_API",
  "REQUEST_FILTER":
  "ORDER_DETAIL_API:FAST_FILTER+1|OFFSET+0|MAXROWS+100000|FROM_TIMESTAMP+2021-0
  7-19|TO_TIMESTAMP+2021-07-20|APPROVED+1|DECLINED+1",
  "REQUEST_RESPONSE_FORMAT": "JSON",
  "REQ_USERNAME": "CFO@EXAMPLE.COM",
  "REQUEST_LOGIN": "CFO@EXAMPLE.COM"
}
```