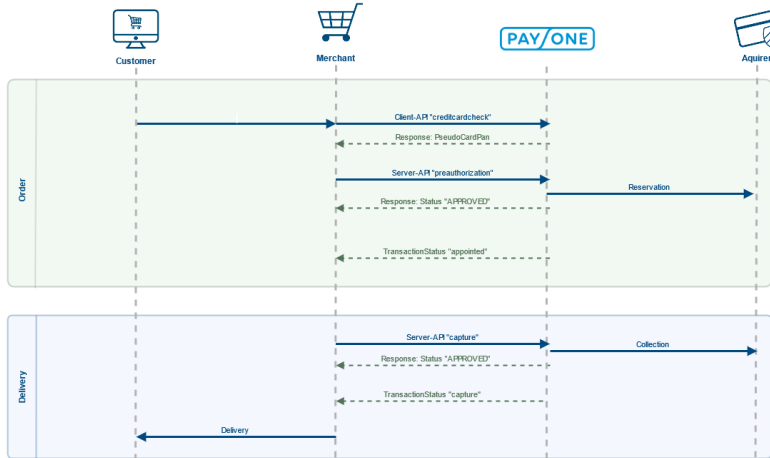


# Getting Started with TransactionStatus Notifications

## Introduction

The PAYONE platform provides an asynchronous way of notifying your system of changes to a transaction. We call these notifications "TransactionStatus".

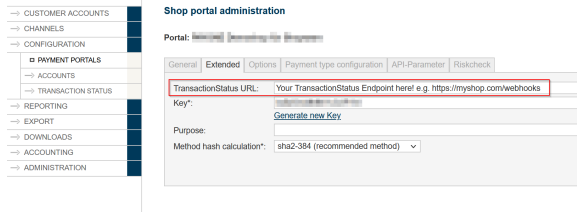


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As you can see, our platform informs you of every successful action with a TransactionStatus notification.

## PMI Configuration

You can configure the TransactionStatus Endpoint of your system in your [payment portal configuration](#).

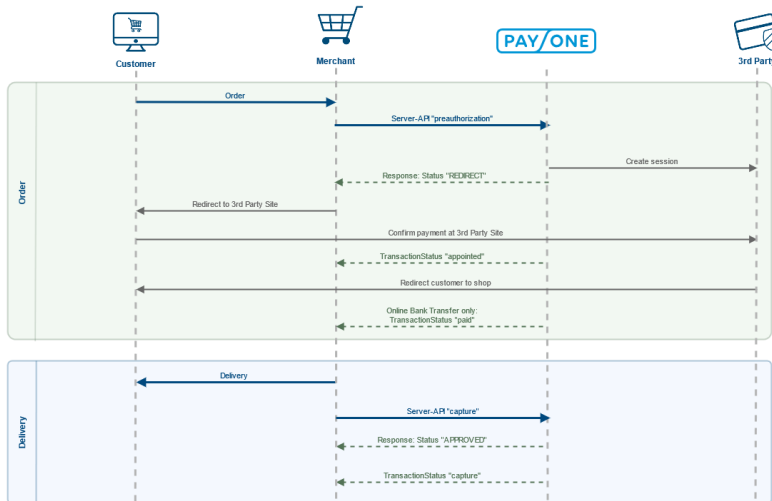


## Use Cases

### Redirect Payment Methods

Many of today's payment methods use redirects to send customers to their site for login and finalization of the checkout. After completing the payment on the third-party site, the customer is redirected to a URL you can specify via the `successurl` parameter. However, fraudsters could just guess the `successurl` and open the URL without a successful payment.

The TransactionStatus system can help prevent this kind of fraud by sending a TransactionStatus notification **before** redirecting the customer to the `successurl`.



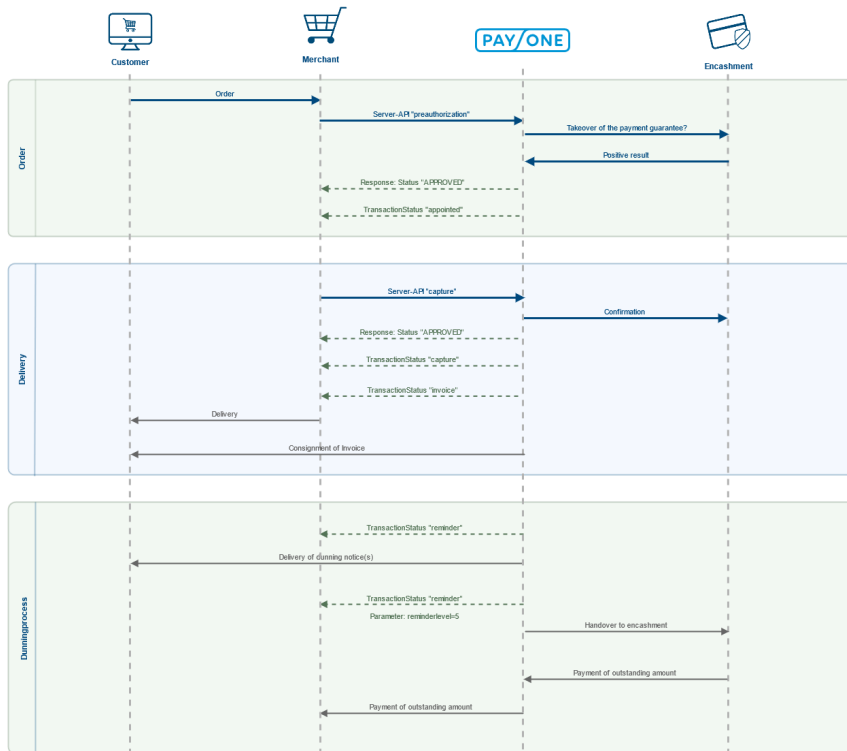
"It corresponds to the market standard to initiate the collection already before dispatch of the commodity. However, we would like to point out that this procedure must also be agreed in the contractual relationship between dealer and customer."

Note the "appointed" message prior to the redirect.

## Chargeback Processes

Some payment methods (like SEPA Direct Debit or PayPal) offer chargeback processes, where customers can trigger reverse cashflow after an allegedly fraudulent transaction. This mechanism can of course be used to obtain goods and then charge back the money by fraudsters.

Our TransactionStatus notification system can send notifications in case such a chargeback is triggered, allowing you to keep up with any action that's happening to a past transaction.



# Technical Specification

## PAYONE to your Endpoint

Our TransactionStatus notifications are sent as https **POST** messages from the IP range **185.60.20.0/24** with the user agent "**PAYONE FinanceGate**"

- Status messages from PAYONE to merchant's server are **always ISO-8859-1 encoded**.
- Status messages are posted with **application/x-www-form-urlencoded**

## Example Request

```
key=your key as md5 hash e.g. "3c6e0b8a9c15224a8228b9a98ca1531d"  
txaction=appointed  
portalid=1234567  
aid=12345  
clearingtype=cc  
notify_version=7.4  
txtime=1633361234  
currency=EUR  
userid=12345678  
mode=test  
price=19.99  
txid=987654321  
reference=10001_2  
sequencenumber=0  
firstname=Max  
lastname=Mustermann  
street=J%&E4gerweg 12  
zip=12345  
city=Berlin  
email=mmustermann@payone.com  
country=DE  
cardexpiredate=2505  
cardtype=V  
cardpan=411111xxxxx1111  
transaction_status=completed  
balance=0.00  
receivable=0.00
```

## Synchronous Reply

your endpoint will have to reply synchronously with either **TSOK** or **SSOK** (just 4 characters, no html)

- No other characters may be issued with this character string "SSOK"/"TSOK"
- Do not return an error without gathering information about this error.
- The **request must be answered** with SSOK (for SessionStatus) / TSOK (for TransactionStatus). The connection timeout is set to 10 seconds and can not be extended.
- Make sure the request is **always answered** with an SSOK (for SessionStatus) / TSOK (for TransactionStatus).
- The request is repeated a maximum of 12 times and for a maximum of 48 hours. The first retry is started after about one hour and the retry time is increasing. After 48 hours the request will not be repeated any more.
- The answer does only confirm receipt of the SessionStatus, the **evaluation can and should follow asynchronously** to receiving the answer.
- If a specific request shall not be processed, issue an SSOK (for SessionStatus) / TSOK (for TransactionStatus) anyway to prevent the request from interfering with the processing of other requests.
- **Without the return** of an SSOK (for SessionStatus) / TSOK (for TransactionStatus) you **will not** receive any **further status reports** for that subscription / payment process.
- Please **verify** received status responses **before** processing, i.e.: check whether portalid, aid and key do match your **expected credentials**. If credentials do not match your expected values then dismiss status response.

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## Example Reply

TSOK

See [Parameter for the TransactionStatus query](#) and [Samples of TransactionStatus query](#) for deeper info