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HNG-X Banking, Debit Card and ETopUp Receipts and Texts

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POST OFFICE

Document Title:	HNG-X Banking, Debit Card and ETopUp Receipts and Texts
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Abstract:	The document lists all the Banking, Debit Card and ETopUp receipts that are generated by the Horizon Online system. It includes the definition of the structure of each receipt, and example layouts.
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Note: See Royal Mail Group Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.

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0   Document Control

0.1   Table of Contents

0.2 Tables

0.3 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	12/06/2009	Initial Draft. Created from DES/GEN/SPE/0004.	CP4893 / HNG-X CP0350
0.2	21/09/2009	Draft for review. Distribution list updated. Section 3.1.1: line length statement amended. Section 4.2.2.1.2: RT382 added. RT305, 344, 346 and 382: addition of Welsh translation. RT350 update to both English and Welsh receipt text. RT350 removed (product ended) RT380 and 381 amended	
0.3	14/10/2009	Sections amended: 0.4 Revew Details, 0.5 Assoc Docs, 0.6 Definitions 3.2.3. duplicate receipts reworded 3.3.3: maximum amounts clarified 3.3.4 Sign: clarified, 4.2.2.1.2 obsolete ETU products removed (Napster/TalkXtraTalk)	

0.4 Review Details

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Review Comments to :	Trish Morris

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Position/Role	Name

Reviewer list compiled from PGM/DCM/ION/0001 V49.0.
(*) = Reviewers that returned comments

0.5   Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Document Template	Dimensions
PGM/DCM/TEM/0002 (DO NOT REMOVE)			Fujitsu Services Post Office Account HNG-X Landscape Document Template	Dimensions
ARC/GEN/REP/0001			HNG-X Glossary	Dimensions
DES/GEN/MAN/0002			HNG-X AP-ADC Reference Manual	Dimensions
PGM/DCM/ION/0001			HNG-X Document Reviewers/Approvers Role Matrix	Dimensions
	V2.2	04/02/2008	Report Simplification	Post Office Ltd
SD/DES/005			Horizon OPS Reports and Receipts - Post Office Account Horizon Office Platform Service	PVCS
ET/IFS/005			Electronic Top-Up Response Code and Receipt Text Definitions	PVCS
DES/GEN/SPE/0004			HNG-X Reports and Receipts (to be withdrawn and replaced by DES/GEN/SPE/0008, DES/GEN/SPE/0009, DES/GEN/SPE/00010(this document), DES/GEN/SPE/00011)	Dimensions
DES/GEN/SPE/0008			HNG-X Branch and Counter Reports	Dimensions
DES/GEN/SPE/0009			HNG-X Receipts, Slips and Labels	Dimensions
DES/GEN/SPE/0011			HNG-X AP-ADC Receipts	Dimensions

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

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0.6   Abbreviations/Definitions

See also ARC/GEN/REP/0001

Abbreviation	Definition
ADC	Automated Distribution Centre
AP	Automated Payment
AP-ADC	Automated Payment – Advanced Data Capture
APS	Automated Payment Service
BNK	Banking (Use Case Barrel)
BST	British Summer Time
CCN	Change Control Notice
CP	Change Proposal
CPI	Characters Per Inch
CT	Commercial Terms
CVM	Cardholder Verification Method
ETU	Electronic Top-Up
ETU	Electronic Top-Up (Use Case Barrel)
ETopUp	Electronic Top-Up
FAD	Financial Accounts Division
FI	Financial Institution
GLB	Shared (Global) (Use Case Barrel)
GMT	Greenwich Mean Time
ICC	Integrated Circuit Card
ID	Identity
lpi	Lines Per Inch
MA	Merchant Acquirer
NBS	Network Banking Service
PAN	Primary Account Number
PAN Sequence Number	A number that distinguishes between multiple cards which have the same PAN (e.g. husband and wife).
Peak	A Fujitsu Services call management system used within Royal Mail Group Account
PIN	Personal Identification Number
[R]	Request. A message sent on-line from counter to client initiating a dialogue
SU	Stock Unit
TP	Trading Period
Txn	Transaction
UCB	Use Case Barrel
VAT	Value Added Tax

0.7 Glossary

See also ARC/GEN/REP/0001

Term	Definition
Customer	To the Post Office Clerk the *Customer* is the person standing in front of him or her.
Dimensions	A Configuration Management database

0.8 Changes Expected

Changes

0.9 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

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1   Introduction

This document lists the Banking and ETopUp receipts that are available in Post Office Ltd branches that have migrated to Horizon Online. It includes the definition of the structure of each receipt, a description of the source of the data, and samples of each.

The document defines the following:

- The format of receipts within Post Office Ltd including bilingual English/Welsh headers and footers; and duplicate receipts marked as such.

- The text that appears on Banking receipts.

- The text that appears on ETopUp receipts.

2 Scope

Only those receipts produced by the counter applications are included in this document.

Each receipt is described in a separate section within which are the following section headings:

Frequency: as required, daily, weekly

Notes:

Sequence: order of printed information

Layout and Example Content: fields, position, contents

Note: The actual text in receipts may vary from the examples shown. For example, the product set will change as a result of Operational Business Change processes, so that some products may no longer be transactable.

3 General Information

3.1 Printers

3.1.1 Counter printer

The counter printer is used to print receipts on a tear-off paper roll; the maximum line length is 42 character positions.

3.1.1.1 Header Logos

The Post Office Ltd logo is printed above the header for all receipts that are printed on the counter printer. In Welsh Offices, two logos are printed:
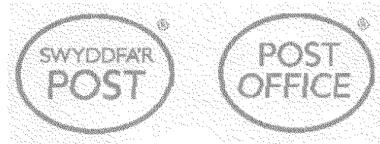
3.1.1.2 Footer logos

A variable footer logo is printed for any receipt described in section 4 that is defined to have the (case-sensitive) words "Thank You" or "This is a VAT Receipt" at the bottom.

3.1.1.3 Printer characteristics

The counter printer firmware contains a modified version of Code Page 850 which contains all the accented characters required in Welsh.

The characteristics are as follows:

Characteristic	Setting
Font	Epson
Zero	Unslashed
Line pitch	Rec. 9 lpi / Slp. 7,8 lpi
Character pitch	Rec. 18 cpi / Slp. 16,3 cpi

3.1.1.4 Paper feed specifications

Item	Specification
Paper feed method	Friction feed
Paper feed direction	Bidirectional
Feeding pitch	Approx 0.1411 mm (1/80 inch)
Continuous feed speed	Approx 150 mm/s (approximately 5.9 inches/s) at 35.4 lps

3.1.1.5   Printable area
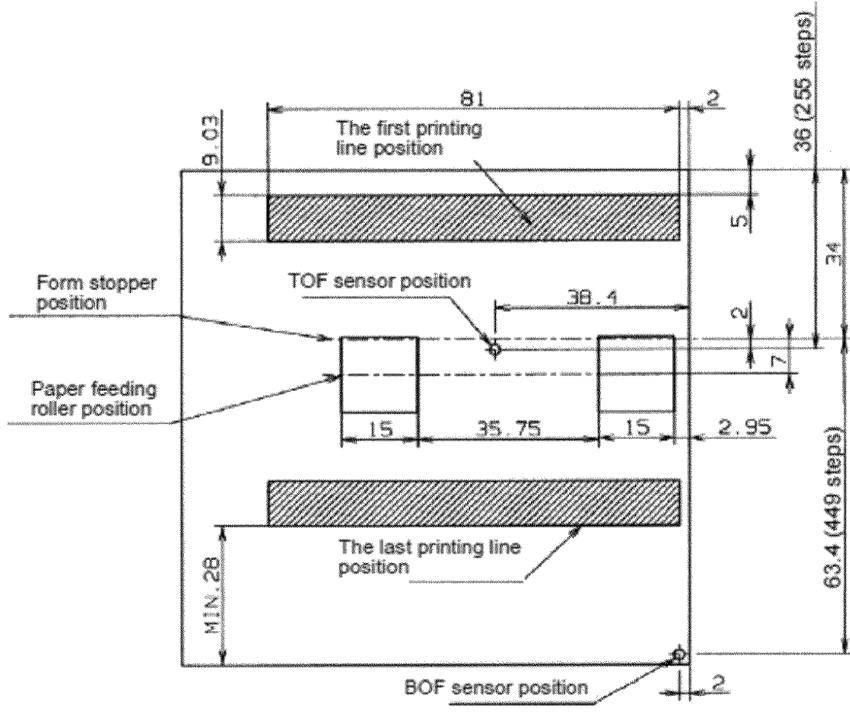
[Units: mm]

3.1.1.6   Counter printer tear-off

The distance from the top of a pre-printed form is 0.06".

The distance from the tear-off position to the first printed line on the till roll is 0.07".

The minimum distance is 0.625" between the last printed line and either:

- The bottom of a pre-printed slip
- The tear-off position on the till roll

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3.2 Receipts

3.2.1 Mandatory receipts

The term mandatory is used for receipts that are produced automatically as part of the transaction; for example, all APS receipts.

3.2.2 Welsh receipts

When issued from a Welsh office, customer receipts will have Welsh and English text; when from an English office they will have only the English text. Any receipt or slip that has a bilingual version is identified in this document; any receipt or slip that does not have a statement about a bilingual version is printed in English only.

3.2.3 Duplicate receipts

Duplicate receipts are marked with the word 'Duplicate' and as many as are needed can be taken after the original receipt and until a new session is started.

3.2.4 Receipt Fonts

Receipts are printed on the counter printer using the Epson default font that was selected by Post Office Ltd. For example purposes only, the illustrative receipt layouts in this document use Courier New 10pt.

3.3 Definitions and Conventions

3.3.1 Session and Transactions IDs

3.3.1.1 Session ID

Session IDs have the following format:

cc-nnnnnn

where *cc* is one or two digits

nnnnnn is a string with a value between 0 and 999999, with leading zeros suppressed

Within a branch, session ids are unique (although in busy branches they may restart from zero after a period of several years).

3.3.1.2 Transaction ID

3.3.1.1.1 Transaction IDs within a session

Transaction IDs have the numeric format *tttt* (0-9999) and are unique within a session. The first transaction within a session is Transaction ID 1 and the number is incremented for each transaction until the session is settled.

3.3.2 Customer

To the Post Office Clerk the *Customer* is the person standing in front of him or her.

3.3.3 Amounts

The standard field sizes for amounts are as follows:

- For a transaction entry, the maximum is 9,999,999.99*s*

- For a summary or total entry, the maximum is 99,999,999.99*s*

- For a summary of summaries (total of totals), the maximum is 999,999,999.99*s*

where 's' is the minus sign, if present

Note that there may be other limits imposed by reference data.

The pound and pence signs '£' and 'p' are used on some receipts; no other currency symbols are used.

3.3.4 Signs

Signs (negative) are normally only shown on amounts (currency) for reversals, and only if they cannot be inferred. Where the net value of a summary is negative as a result of a reversal, the total will be shown as negative. An exception is that negative sign is always used on customer receipts.

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3.1.5　Reversals

For all conventional transactions a reversal is shown as negative, with a trailing minus sign to balance out the erroneous transaction. The volume of any price within a group will be shown net of reversals (if one product is remitted and then the remittance reversed, total volume for that product will be shown as zero).

Reversals of remittances of stock that is held by volume, but where volume is not printed, are indicated by a reversal indicator 'R', printed to the right of the value field.

3.1.6　Time on receipts

All times shown on receipts are *local* time. That is they are either GMT or BST, as appropriate.

3.1.7　Field alignment

The general principle is for left hand fields to be left aligned, and right hand fields to be right aligned.

3.1.8　Representing products in examples

Product names are driven by Post Office Ltd Reference Data, and as the Horizon System is developed and improved, and business needs dictate, the names of products may change and products may be added or removed. Consequently, layouts are *examples*; actual product names may vary.

3.1.9　Representing line numbers in field definitions

In the tables of field definitions, the line numbers refer to the line positions on the example layouts. Some receipts have repeated sections that may not be shown in examples, so the line numbers on a real receipt may vary from the examples in this document.

4 Receipts

4.1 Banking UCB (BNK)

This section describes receipt layouts for the Banking (BNK) UCB: Network Banking Service (NBS), as follows:

- *4.1.1 BNK UCB: NBS Receipts: Generic Layout*

- *4.1.1.1 BNK UCB: Generic NBS Office Copy Receipt Layout*

- *4.1.1.2 BNK UCB: Generic NBS Customer Copy Receipt Layout*

- *4.1.2 BNK UCB: Balance Enquiry – Customer Copy*

- *4.1.3 BNK UCB: Cash/Cheque Deposit or Cash Withdrawal Receipt – Customer Copy*

- *4.1.4 BNK UCB: Change PIN Request*

- *4.1.5 BNK UCB: System Helpdesk Error Number Report*

4.1.1   BNK UCB: NBS Receipts: Generic Layout

4.1.1.1   BNK UCB: Generic NBS Office Copy Receipt Layout

The following layout and generic header and footer are used for all NBS office copy receipts printed on the counter printer.

English text

```
                        1         2         3         4
                1234567890123456789012345678901234567890 12
Header  01
        02                      Post Office Ltd.
        03
        04      dd/mm/yyyy hh:mm        TP:tp  BP:bp  SU:sun
        05      oooooooooooooooooooooooooooooooooFAD: 123456X
        06      address 1
        07      address 2
        08      address 3
        09      address 4
        10      address 5
        11      postcode
        12                       message
        13                 office copy text
        14
        15                        title
Body    16              receipt-specific details
        17+
Footer  18+
        19+
        20+          This is not a VAT receipt
        21+
                        1         2         3         4
                1234567890123456789012345678901234567890 12
```

Welsh/English text

```
                    1         2         3         4
          1234567890123456789012345678901234567890123456789012
Header  01                Swyddfa'r Post Cyf.
        02                  Post Office Ltd.
        03
        04   dd/mm/yyyy hh:mm         TP:tp  BP:bp   SU:sun
        05   ooooooooooooooooooooooooooooooooFAD: 123456X
        06   address 1
        07   address 2
        08   address 3
        09   address 4
        10   address 5
        11   postcode
        12                    message
        13                office copy text
        14
        15                     title
Body    16          receipt-specific details
        17+
Footer  18+
        19+           Nid derbynneb TAW yw hon
        20+           This is not a VAT receipt
        21+
                    1         2         3         4
          1234567890123456789012345678901234567890123456789012
```

Header and Footer

Field Name	English		Welsh/English		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Welsh Header	01	-				Blank.
			01	13-31	19	'Swyddfa'r Post Cyf.'.
English Header	02	14-29	02	14-29	16	'Post Office Ltd.'
Date	04	01-16	04	01-16	16	Date and time: dd/mm/yyyy hh:mm
TP	04	26-27	04	26-27	2	Current TP: tp
BP	04	33-34	04	33-34	2	Current Balance Period: bp
SU	04	40-42	04	40-42	3	Stock unit: sun
Office Name	05	01-30	05	01-30	30	Branch name, up to 30 characters: (ooo…)
FAD	05	36-42	05	36-42	7	Branch (FAD) code: fffffff
Address 1,2,3,4,5	06-10	01-40	06-10	01-40	40	Branch address: a variable number of lines up to a maximum of five.
Postcode	11	01-08	11	01-08	8	Branch postcode: pppp ppp
Message	12	01-42			42	Blank or 'D U P L I C A T E'
			12	01-42	42	Blank or 'D Y B L Y G I A D / D U P L I C A T E'.
Office Copy Text	13	01-42	13	01-42	42	Centred fixed text in the format: '*** Office Copy – xxx ***' where xxx is receipt-specific.
Title	15	01-42	15	01-42	42	Centred fixed text, receipt-specific.
Welsh Footer	19+	-			-	Blank.
			19+	09-32	24	'Nid derbynneb TAW yw hon'.
English Footer	20+	09-33	20+	09-33	25	'This is not a VAT receipt'

The header and footer are common to all NBS office copy receipts.

Body

The body section is receipt-specific as shown in the following sections.

4.1.1.2 BNK UCB: Generic NBS Customer Copy Receipt Layout

The following layout and generic header and footer are used for all NBS customer copy receipts printed on the counter printer.

English text

```
                        1         2         3         4
                 1234567890123456789012345678901234567890 12
Header   01
         02                    Post Office Ltd.
         03                     Your Receipt
         04
         05      dd/mm/yyyy hh:mm        TP:tp  BP:bp   SU:sun
         06      oooooooooooooooooooooooooooooooooooFAD: 123456X
         07      address 1
         08      address 2
         09      address 3
         10      address 4
         11      address 5
         12      postcode
         13                       message
         14                        title
Body     15            receipt-specific details
         16+
Footer   17+
         18+
         19+       Please retain for future reference
         20+
         21+         This is not a VAT receipt
         22+
                        1         2         3         4
                 1234567890123456789012345678901234567890 12
```

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Welsh/English text

```
                    1         2         3         4
          12345678901234567890123456789012345678901 2
Header  01              Swyddfa'r Post Cyf.
        02                Post Office Ltd.
        03                Eich Derbynneb
        04                 Your Receipt
        05
        06  dd/mm/yyyy hh:mm        TP:tp  BP:bp   SU:sun
        07  ooooooooooooooooooooooooooooooooFAD: 123456X
        08  address 1
        09  address 2
        10  address 3
        11  address 4
        12  address 5
        13  postcode
        14                   message
        15                    title
Body    16           receipt-specific details
        17+
Footer  18+
        19+   Cadwch i gyfeirio ati, os gwelwch yn dda
        20+     Please retain for future reference
        21+        Nid derbynneb TAW yw hon
        22+        This is not a VAT receipt
        23+
                    1         2         3         4
          12345678901234567890123456789012345678901 2
```

Header and Footer

Field Name	English		Welsh/English		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Welsh Header	01	-			-	Blank.
			01	13-31	19	'Swyddfa'r Post Cyf.'.
English Header	02	14-29	02	14-29	16	'Post Office Ltd.'
Welsh Text	-	-			-	Suppressed.
			03	15-28	14	'Eich Derbynneb'.
English Text	03	16-27	04	16-27	12	'Your Receipt'.
Date	05	01-16	06	01-16	16	Date and time: dd/mm/yyyy hh:mm
TP	05	26-27	06	26-27	2	Current TP:tp
BP	05	33-34	06	33-34	2	Current Balance Period: bp
SU	05	40-42	06	40-42	3	Stock unit: sun
Office Name	06	01-30	07	01-30	30	Branch name, up to 30 characters: (ooo…)
FAD	06	36-42	07	36-42	7	Branch (FAD) code: fffffff
Address 1,2,3,4,5	07-11	01-40	08-12	01-40	40	Branch address: a variable number of lines up to a maximum of five.
Postcode	12	01-08	13	01-08	8	Branch postcode: pppp ppp
Message	13	01-42			42	Blank or 'D U P L I C A T E'
			14	01-42	42	Blank or 'D Y B L Y G I A D / D U P L I C A T E'.
Title	14	01-42	15	01-42	42	Centred fixed text, receipt-specific.
Footer	18+	-				Blank.
			19+	02-39	38	'Cadwch i gyfeirio ati, os gwelwch yn dda'.
	19+	05-38	20+	05-38	34	'Please retain for future reference'.
	20+	-				Blank.
			21+	09-32	24	'Nid derbynneb TAW yw hon'.
	21+	09-33	22+	09-33	25	'This is not a VAT receipt'.

The header and footer are common to all NBS customer copy receipts, with the exception that the 'Please retain for future reference' footer line and its Welsh equivalent are omitted on the Change PIN Request.

Body

The body section is receipt-specific as shown in the following sections.

4.1.1.3 NBS Receipts Printed

This table indicates the transactions for which the NBS receipts are printed, and whether a balance is printed if sent:

Transaction	Verification	Result	Office Copy?	Customer Copy?	Balance printed if sent?
Balance Enquiry	PIN	Approved	No	Yes	Yes
		Abandon before [R]	No	No	N/A
		Bank decline	No	Yes	No
		Card check fail +	No	Yes	No
		Card decline °	No	Yes	No
		Decline network fail	No	Yes	No
Cash/Cheque Deposit	None	Approved	No	Yes	No
		Abandon before [R]	No	No	N/A
		Bank decline	No	Yes	No
		Card decline °	No	Yes	No
		Decline network fail	No	Yes	N/A
Cash Withdrawal and Withdraw Limit	PIN	Approved	No	Yes	Yes
		Abandon before [R]	No	No	N/A
		Bank decline	No	Yes	Yes
		Card check fail +	No	Yes	No
		Card decline °	No	Yes	No
		Decline network fail	No	Yes	N/A
Cash Withdrawal Correction (CAPO)	PIN	Approved	No	Yes	Yes
		Abandon before [R]	No	No	N/A
		Bank decline	No	Yes	Yes
		Card check fail +	No	Yes	No
		Card decline °	No	Yes	No
		Decline network fail	No	Yes	N/A
Change PIN	PIN	Approved	No	Yes	N/A
		Abandon before [R]	No	No	N/A
		Bank decline	No	Yes	N/A
		Card check fail +	No	Yes	N/A
		Card decline °	No	Yes	N/A
		Decline network fail	No	Yes	N/A

Key:

° = Only applicable to chip cards processed in the PIN pad reader.
+ = Only applicable to permissible magnetic stripe reader transactions.
N/A = Not applicable since no balance is sent.
[R] = Request. A message sent on-line from counter to client initiating a Network Banking dialogue.

4.1.1.4 Receipt Outcome Messages

The message printed in the 'Outcome message' field of the customer copy receipt (see sections 4.1.2, 4.1.3, and 4.1.4) is dependent on a number of circumstances, as shown in the following table.

The Message refs relate to entries in the table in section 4.1.1.4.1 that define the text of each message.

Transaction	Verification	Authorisation Status	Outcome	Message Ref.
All	PIN or none	Authorised OK	Declined by card °	RT56
	Signature*, PIN or none	Declined – Impound Card	Clerk confirms that the card has been retained	RT09
			Clerk confirms that the card has not been retained	RT10
All except Balance Enquiry and Change PIN	Signature*, PIN or none	Authorised OK –Additional Fee	Matched. Fee accepted	RT07
			Fee refused	RT08
All except Cash/ Cheque Deposit	PIN	Card Check Failure+	Clerk confirms that the card has not been retained	RT24
All except Cash/ Cheque Deposit and Change PIN	PIN	Declined – PIN blocked	FI declined	RT28
All except Change PIN	PIN or none	Declined – Transaction not supported	FI declined	RT17
		Declined – Other	FI declined	RT18
		Failed by NBX	System/network failure	RT20
		Failed by Agent	System/network failure	RT21
		Failed by/at Counter (timeouts)	System/network failure	RT22
		Failed by/at Counter (other)	System/network failure	RT27
Balance Enquiry, Cash Withdrawal, Withdraw Limit	PIN	Declined – Usage Violation (frequency)	FI declined	RT15
	PIN	Authorised OK – No Fee	Approved by FI	RT04
		Declined – Incorrect PIN	Invalid PIN entered	RT11
Cash/Cheque Deposit	None	Authorised OK – No Fee	Approved	RT05
			Clerk declined	RT06
Cash/Cheque Deposit, Cash Withdrawal	PIN or none	Authorised OK	Declined – authorised amount differs from requested amount	RT25

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Cash Withdrawal	PIN	Declined – Usage Violation (Amount)	FI declined	RT16
Cash Withdrawal (no balance)	PIN	Declined – Insufficient Funds	FI declined (no balance)	RT13
Cash Withdrawal (with balance), Withdraw Limit	PIN	Declined – Insufficient Funds	FI declined (balance will be printed)	RT14
Cash Withdrawal Correction (CAPO)	PIN	Declined – card does not match transaction to be corrected	FI declined	RT375
		Declined – amount does not match transaction to be corrected	FI declined	RT376
		Declined – withdrawal did not occur at this office	FI declined	RT377
		Declined – time limit exceeded	FI declined	RT378
Change PIN only	PIN	Authorised OK – PIN Change successful	Authorised by FI	RT51
		PIN Change declined by FI	Decline response from FI/NBX	RT52
		PIN Change declined by NBX	?	RT50
		Unknown PIN Change outcome	No response from FI/NBX	RT53+ RT57°
		Declined – PIN blocked	FI Declined	RT54
		Declined – Incorrect PIN	Decline response from FI/NBX	RT55
Withdraw Limit	PIN	Authorised OK	Declined – authorised amount greater than maximum	RT26

Key:

° = Only applicable to chip cards processed in the PIN pad reader.
* = Not applicable to chip cards.
+ = Only applicable to permissible magnetic stripe reader transactions.
FI = Financial Institution.
NBX = Horizon Network Banking Agents.

4.1.1.4.1 Outcome Message Text

The text of the outcome message printed on the receipt is as follows (word wrap as shown):

Mess. Ref.	Message Text – English	Message Text – Welsh/English
RT01, RT04, RT05	`*** AUTHORISED ***`	`*** AWDURDODWYD/AUTHORISED ***`

RT02	`*** DECLINED ***`
	`The card has been returned.`
	`You may wish to contact the card issuer.`
		`*** GWRTHODWYD/DECLINED ***`
		`Cafodd y cerdyn ei ddychwelyd.`
		`Efallai yr hoffech gysylltu â dyroddwr y cerdyn.`
		`The card has been returned.`
		`You may wish to contact the card issuer.`

RT03, RT25, RT26	`*** DECLINED ***`	`*** GWRTHODWYD/DECLINED ***`

RT06	`*** DECLINED ***`
	`Transaction cancelled.`
		`*** GWRTHODWYD/DECLINED ***`
		`Diddymwyd y gweithrediad.`
		`Transaction cancelled.`

RT07	`*** AUTHORISED ***`
	`The Post Office has not charged you for this transaction. The card issuer has charged you £Z9.99.`
		`*** AWDURDODWYD/AUTHORISED ***`
		`Dydy Swyddfa'r Post ddim wedi codi tâl arnoch am y gweithrediad hwn.  Mae dyroddwr y cerdyn wedi codi £Z9.99 arnoch.`
		`The Post Office has not charged you for this transaction. The card issuer has charged you £Z9.99.`

RT08	`*** DECLINED ***`
	`You have not been charged for this transaction.`
		`*** GWRTHODWYD/DECLINED ***`
		`Ni chafodd tâl ei godi arnoch am y gweithrediad hwn.`
		`You have not been charged for this transaction.`

RT09	`*** DECLINED ***`
	`The card has been retained.`
	`You may wish to contact the card issuer.`
		`*** GWRTHODWYD/DECLINED ***`
		`Cafodd y cerdyn ei gadw.`
		`Efallai yr hoffech gysylltu â dyroddwr y cerdyn.`
		`The card has been retained.`
		`You may wish to contact the card issuer.`

RT10	`*** DECLINED ***`
	`The card has been returned.`
	`You may wish to contact the card issuer.`
		`*** GWRTHODWYD/DECLINED ***`
		`Cafodd y cerdyn ei ddychwelyd.`
		`Efallai yr hoffech gysylltu â dyroddwr y cerdyn.`
		`The card has been returned.`
		`You may wish to contact the card issuer.`

RT11	`*** DECLINED ***`
	`Incorrect PIN supplied. You may retry.`
		`*** GWRTHODWYD/DECLINED ***`
		`Rhoddwyd PIN anghywir. Gallwch ailgynnig.`
		`Incorrect PIN supplied. You may retry.`

RT12, RT13	`*** DECLINED ***`
	`Insufficient funds.`
		`*** GWRTHODWYD/DECLINED ***`
		`Arian annigonol.`
		`Insufficient funds.`

RT14	`*** DECLINED ***`
	`Insufficient funds.`
	`Please check your balance.`
		`*** GWRTHODWYD/DECLINED ***`
		`Arian annigonol.`
		`Ewch dros eich balans, os gwelwch yn dda.`
		`Insufficient funds.`
		`Please check your balance.`

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RT15	*** DECLINED *** Exceeded maximum number of allowable daily transactions. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Rydych wedi cwblhau'r holl weithrediadau a ganiateir mewn diwrnod. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. Exceeded maximum number of allowable daily transactions. You may wish to contact the card issuer.
RT16[1]	*** DECLINED *** Amount £%AmountEntered% has exceeded daily card limit. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Mae'r swm yn ormod ar gyfer uchafswm dyddiol y cerdyn. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. Amount £%AmountEntered% has exceeded daily card limit. You may wish to contact the card issuer.
RT17, RT18	*** DECLINED *** You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Efallai yr hoffech gysylltu â dyroddwr y cerdyn. You may wish to contact the card issuer.
RT19, RT20, RT21, RT22, RT27	*** DECLINED *** Unable to complete the transaction. Sorry for any inconvenience caused.	*** GWRTHODWYD/DECLINED *** Yn methu cwblhau'r gweithrediad. Ymddiheurwn am unrhyw drafferth. Unable to complete the transaction. Sorry for any inconvenience caused.
RT24	*** DECLINED *** The card has been returned.	*** GWRTHODWYD/DECLINED *** Cafodd y cerdyn ei ddychwelyd. The card has been returned.
RT28	*** DECLINED *** The PIN is now blocked. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Cafodd y PIN ei atal nawr. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. The PIN is now blocked. You may wish to contact the card issuer.
RT50	*** DECLINED *** The PIN has not been changed. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Ni chafodd y PIN ei newid. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. The PIN has not been changed. You may wish to contact the card issuer.
RT51	*** AUTHORISED *** Your PIN has been successfully changed.	*** AWDURDODWYD/AUTHORISED *** Cafodd eich PIN ei newid yn llwyddiannus. Your PIN has been successfully changed.
RT52	*** DECLINED *** The PIN has not been changed. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Ni chafodd y PIN ei newid. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. The PIN has not been changed. You may wish to contact the card issuer.
RT53, RT57	*** DECLINED *** PIN change request not confirmed. It is not known if the PIN has been changed. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Ni chadarnhawyd y cais i newid y PIN. Ni wyddom a yw'r PIN wedi newid. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. PIN change request not confirmed. It is not known if the PIN has been changed. You may wish to contact the card issuer.
RT54	*** DECLINED *** The PIN has not been changed. Current PIN is blocked. You may wish to contact the card issuer.	*** GWRTHODWYD/DECLINED *** Ni chafodd y PIN ei newid. Cafodd y PIN cyfredol ei atal. Efallai yr hoffech gysylltu â dyroddwr y cerdyn. The PIN has not been changed. Current PIN is blocked. You may wish to contact the card issuer.

[1] *The word wrap of the sentence containing £%AmountEntered% depends on the amount value of the transaction.*

RT55	*** DECLINED *** Incorrect PIN supplied. The PIN has not been changed. You may retry.	*** GWRTHODWYD/DECLINED *** Rhoddwyd PIN anghywir. Ni chafodd y PIN ei newid. Gallwch ailgynnig. Incorrect PIN supplied. The PIN has not been changed. You may retry.
RT56	*** DECLINED *** The transaction has been declined by the customer's card.	*** GWRTHODWYD/DECLINED *** Gwrthodwyd y gweithrediad gan gerdyn y cwsmer. The transaction has been declined by the customer's card.
RT375	*** DECLINED *** The last withdrawal was performed with a different card.	*** GWRTHODWYD/DECLINED *** Tynnwyd arian y tro diwethaf gyda cherdyn gwahanol. The last withdrawal was performed with a different card.
RT376	*** DECLINED *** Amount entered must be identical to amount of original withdrawal.	*** GWRTHODWYD/DECLINED *** Mae'n rhaid i'r swm a roddir fod union yr un fath â'r swm gwreiddiol a godwyd. Amount entered must be identical to amount of original withdrawal.
RT377	*** DECLINED *** The last withdrawal on this account took place in a different Post Office.	*** GWRTHODWYD/DECLINED *** Tynnwyd arian o'r cyfrif hwn y tro diwethaf mewn swyddfa bost wahanol. The last withdrawal on this account took place in a different Post Office.
RT378	*** DECLINED *** The time limit for withdrawal correction has been exceeded.	*** GWRTHODWYD/DECLINED *** Mae'r terfyn amser ar gyfer cywiro trafodion codi arian wedi dod i ben. The time limit for withdrawal correction has been exceeded.

4.1.1.5 Balance Type Text

The text of the balance type printed on the receipt is as follows:

Bal. Type Code	Balance Type – English Text	Balance Type – Welsh Text
00	(Unknown)	
01	Account balance	Balans y cyfrif
02	Account available balance	Balans ar gael yn y cyfrif
03	Amount owing	Swm dyledus
04	Amount due	Swm dyledus
05	Account available credit	Credyd ar gael yn y cyfrif
16	Credit line	Llinell gredyd
20	Amount remaining this cycle	Swm sy'n weddill y cylch hwn
40	Amount cash	Swm arian parod
56	Hold amount	Cyfanswm cynnal
57	Pre-authorised amount	Swm rhagawdurdodedig
58	Authorised amount	Swm awdurdodedig
90-99	(Reserved for future use)	

4.1.2 BNK UCB: Balance Enquiry – Customer Copy

4.1.2.1 Description

This is the customer record of the session.

4.1.2.2 Frequency

Per NBS transaction within a customer session.

4.1.2.3 Notes

Mandatory. (For further details, see section 4.1.1.3.)

4.1.2.4 Sequence

N/A

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4.1.2.5   Layout and Example Content

English text

```
                  1         2         3         4
        12345678901234567890123456789012345678901234567890
01
02                  Post Office Ltd.
03                   Your Receipt
04
05      17/01/2008 11:47:22   TP:10  BP:01  SU:SH1
06      Feltham Post Office            FAD: 123456X
07      1, The Walkway
08      Kings Parade
09      Middle of Town
10      Feltham
11      Middlesex
12      TW1 3DD
13
14               Your Balance Details
15      jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
16      Card Number: **** **** **** pppp Issue:iii
17      Auth Code: cccccc
18      Application ID: aaaaaaaaaaaaaaaa
19      From: mm/yy  Expiry: mm/yy  PAN Seq No: ss
20      Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnnn
21
22      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
23      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
24      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
25      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
26      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
27      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
28      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
29      uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
30      bbbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
31      bbbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
32      bbbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
33      bbbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
34
35      fffffffffffffffffffffffffffffffffffffffff
36      fffffffffffffffffffffffffffffffffffffffff
37
38
39         Please retain for future reference
40
41            This is not a VAT receipt
42
                  1         2         3         4
        12345678901234567890123456789012345678901234567890
```

Welsh/English text

```
              1         2         3         4
     12345678901234567890123456789012345678901 2
01            Swyddfa'r Post Cyf.
02             Post Office Ltd.
03              Eich Derbynneb
04               Your Receipt
05
06   17/01/2008 11:47:22   TP:10  BP:01  SU:SH1
07   Feltham Post Office           FAD: 123456X
08   1, The Walkway
09   Kings Parade
10   Middle of Town
11   Feltham
12   Middlesex
13   TW1 3DD
14
15   Manylion Eich Balans/Your Balance Details
16   jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
17   Rhif Cerdyn:            Cyhoeddiad:
18   Card Number: **** **** **** pppp Issue:iii
19   Cod Awdurdodi:
20   Auth Code: cccccc
21   ID Cais:
22   Application ID: aaaaaaaaaaaaaaaa
23   O:          Diweddu:       Rhif Cyf PAN:
24   From: mm/yy  Expiry: mm/yy  PAN Seq No: ss
25   ID y Gweithrediad:
26   Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnn
27
28   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
29   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
30   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
31   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
32   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
33   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
34   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
35   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
36   wwwwwwwwwwwwwwwwwwwwwwwww
37   bbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
38   wwwwwwwwwwwwwwwwwwwwwwwww
39   bbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
40   wwwwwwwwwwwwwwwwwwwwwwwww
41   bbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
42   wwwwwwwwwwwwwwwwwwwwwwwww
43   bbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
44
45   fffffffffffffffffffffffffffffffffffffff
46   fffffffffffffffffffffffffffffffffffffff
47
48    Cadwch i gyfeirio ati, os gwelwch yn dda
49       Please retain for future reference
50          Nid derbynneb TAW yw hon
51          This is not a VAT receipt
52
              1         2         3         4
```

```
1234567890123456789012345678901234567890123456789012
```

> **The data shown in the examples is illustrative only –
> the exact text can change, and so differ from that in the examples.**

4.1.2.6   Definition (English & Welsh/English)

Field Name	English		Welsh/English		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Title	14	12-31		21-31	20	'Your Balance Details'.
			15	01-41	41	'Manylion Eich Balans/Your Balance Details'.
Issuer Scheme name	15	01-30	16	01-30	30	Issuer Scheme name (*jjj*…) obtained as follows: - For chip read, from the application label - For magnetic stripe read, from reference data
Card Number	16	14-32	18	14-32	19	Obscured PAN (only last four digits shown (*pppp*), remaining digits replaced by asterisks): formatted with spaces if a 16-digit PAN, unformatted if any other length.
Issue Number (*iii*)	16	40-42	18	40-42	3	Obtained from card: not always present
Authorisation code (*ccc*…)	17	12-17	20	12-17	6	Authorisation code from Financial Institution
Application ID	18	17-32	22	17-32	16	Obtained as follows:
From Date	19	07-11	24	07-11	5	For chip read, from application data
Expiry Date	19	22-26	24	22-26	5	
PAN Sequence Number (*ss*)	19	41-42	24	41-42	2	- For magnetic stripe read, from track 2 data) - For Alliance&Leicester transactions, Issuer Scheme name
Transaction ID	20	17-42	26	17-42	26	Unique system-generated transaction identifier (*nnn*…).
Outcome message (see section 4.1.1.4)	22-29	01-42	28-35	01-42	42	Transaction outcome message (*uuu*… up to 8 lines), suppressed if blank. Note that this is the maximum number of lines available for the message, whether it consists of English or Welsh/English text.
Balance Information (see section 4.1.1.5)			36, 38, 40, 42	01-26	26	Welsh translation of the following line's *bbb* (*www*…, up to 4 lines) if provided, or suppressed. E.g. 'Balans ar gael yn y cyfrif'.
	30-33	01-42	37, 39, 41, 43	01-42	42	Balance Information (up to 4 lines) if provided, or suppressed. Formed from Balance Type (*bbb*…), e.g. 'Account available balance', which is left aligned, and the amount in the format £9999999999.99 which is right aligned. Overdrawn amounts are suffixed by 'DR'. Repeated for each balance provided.

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Free text footer	35, 36	01-40	45, 46	01-40	40	Free text (*fff…*, up to 2 lines) if provided, or suppressed.

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4.1.3 BNK UCB: Cash/Cheque Deposit or Cash Withdrawal Receipt – Customer Copy

4.1.3.1 Description

This is the customer record of the session.

4.1.3.2 Frequency

Per NBS transaction within a customer session.

4.1.3.3 Notes

Mandatory. (For further details, see section 4.1.1.3.)

4.1.3.4 Sequence

N/A

4.1.3.5   Layout and Example Content

English text

```
              1         2         3         4
    12345678901234567890123456789012345678901 2
01
02                 Post Office Ltd.
03                  Your Receipt
04
05  17/01/2008 11:47:22    TP:10  BP:01  SU:SH1
06  Feltham Post Office              FAD: 123456X
07  1, The Walkway
08  Kings Parade
09  Middle of Town
10  Feltham
11  Middlesex
12  TW1 3DD
13
14                     title
15  jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
16  Card Number: **** **** **** pppp Issue:iii
17  Auth Code: cccccc
18  Application ID: aaaaaaaaaaaaaaaa
19  From: mm/yy  Expiry: mm/yy  PAN Seq No: ss
20  Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnnn
21
22  Amount: £9999999999.99
23
24  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
25  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
26  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
27  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
28  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
29  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
30  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
31  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
32  bbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
33  bbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
34  bbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
35  bbbbbbbbbbbbbbbbbbbbbbbbbbbb£9999999999.99DR
36
37  fffffffffffffffffffffffffffffffffffffffff
38  fffffffffffffffffffffffffffffffffffffffff
39
40
41      Please retain for future reference
42
43        This is not a VAT receipt
44
              1         2         3         4
    12345678901234567890123456789012345678901 2
```

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Welsh/English text

```
                1         2         3         4
       12345678901234567890123456789012345678901 2
01            Swyddfa'r Post Cyf.
02             Post Office Ltd.
03              Eich Derbynneb
04               Your Receipt
05
06    17/01/2008 11:47:22   TP:10  BP:01  SU:SH1
07    Feltham Post Office            FAD: 123456X
08    1, The Walkway
09    Kings Parade
10    Middle of Town
11    Feltham
12    Middlesex
13    TW1 3DD
14
15                  title
16    jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
17    Rhif Cerdyn:               Cyhoeddiad:
18    Card Number: **** **** **** pppp Issue:iii
19    Cod Awdurdodi:
20    Auth Code: cccccc
21    ID Cais:
22    Application ID: aaaaaaaaaaaaaaaa
23    O:          Diweddu:       Rhif Cyf PAN:
24    From: mm/yy  Expiry: mm/yy  PAN Seq No: ss
25    ID y Gweithrediad:
26    Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnnn
27
28    Swm/Amount: £9999999999.99
29
30    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
31    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
32    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
33    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
34    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
35    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
36    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
37    uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
38    wwwwwwwwwwwwwwwwwwwwwwwwwww
39    bbbbbbbbbbbbbbbbbbbbbbbbbbbb£.9999999999.99DR
40    wwwwwwwwwwwwwwwwwwwwwwwwwww
41    bbbbbbbbbbbbbbbbbbbbbbbbbbbb£.9999999999.99DR
42    wwwwwwwwwwwwwwwwwwwwwwwwwww
43    bbbbbbbbbbbbbbbbbbbbbbbbbbbb£.9999999999.99DR
44    wwwwwwwwwwwwwwwwwwwwwwwwwww
45    bbbbbbbbbbbbbbbbbbbbbbbbbbbb£.9999999999.99DR
46
47    fffffffffffffffffffffffffffffffffffffffff
48    fffffffffffffffffffffffffffffffffffffffff
49
50     Cadwch i gyfeirio ati, os gwelwch yn dda
51        Please retain for future reference
52          Nid derbynneb TAW yw hon
53           This is not a VAT receipt
```

```
| 54  |▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒|
              1         2         3         4
      1234567890123456789012345678901234567890 12
```

**The data shown in the examples is illustrative only –
the exact text can change, and so differ from that in the examples.**

4.1.3.6   Definition (English & Welsh/English)

Field Name	English		Welsh		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Title	14	01-42			42	'Cash Deposit', 'Cheque Deposit' or 'Cash Withdrawal'.
			15	01-42	42	'Adnau Arian Parod/Cash Deposit', 'Adneuo Siec/Cheque Deposit' or 'Codi Arian Parod/Cash Withdrawal'.
Issuer Scheme name	15	01-30	16	01-30	30	Issuer Scheme name (*jjj…*) obtained as follows: • For chip read, from the application label • For magnetic stripe read, from reference data
Card Number	16	14-32	18	14-32	19	Obscured PAN (only last four digits shown (*pppp*), remaining digits replaced by asterisks): formatted with spaces if a 16-digit PAN, unformatted if any other length.
Issue Number (*iii*)	16	40-42	18	40-42	3	Obtained from card: not always present
Authorisation code (*ccc…*)	17	12-17	20	12-17	6	Authorisation code from Financial Institution
Application ID	18	17-32	22	17-32	16	Obtained as follows:
From Date	19	07-11	24	07-11	5	• For chip read, from application data
Expiry Date	19	22-26	24	22-26	5	
PAN Sequence Number (*ss*)	19	41-42	24	41-42	2	• For magnetic stripe read, from track 2 data • For Alliance&Leicester transactions, Issuer Scheme name
Transaction ID	20	17-42	26	17-42	26	Unique system-generated transaction identifier (*nnn…*).
Amount	22	09-22	28	13-26	14	12-digit amount in the format £*9999999999.99* or zero if the transaction was not successful.
Outcome message (see section 4.1.1.4)	24-31	01-42	30-37	01-42	42	Transaction outcome message (*uuu…* up to 8 lines), suppressed if blank. Note that this is the maximum number of lines available for the message, whether it consists of English or Welsh/English text.

Balance Information (see section 4.1.1.5)			38, 40, 42, 44	01-26	26	Welsh translation of the following line's *bbb* (*www*…, up to 4 lines) if provided, or suppressed. E.g. 'Balans ar gael yn y cyfrif'.
	32-35	01-42	39, 41, 43, 45	01-42	42	Balance Information (up to 4 lines) if provided, or suppressed. Formed from Balance Type (*bbb*…), e.g. 'Account available balance', which is left aligned, and the amount in the format £*9999999999.99* which is right aligned. Overdrawn amounts are suffixed by 'DR'. Repeated for each balance provided.
Free text footer	37, 38	01-40	47, 48	01-40	40	Free text (*fff*…, up to 2 lines) if provided, or suppressed.

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4.1.4 BNK UCB: Change PIN Request

4.1.4.1 Description

This is the customer record of the session.

4.1.4.2 Frequency

Per NBS transaction within a customer session.

4.1.4.3 Notes

Mandatory. (For further details, see section 4.1.1.3.)

4.1.4.4 Sequence

N/A.

4.1.4.5 Layout and Example Content

English text

```
              1         2         3         4
     12345678901234567890123456789012345678901
01
02              Post Office Ltd.
03               Your Receipt
04
05   09/04/2008 10:47:22   TP:02  BP:01  SU:SH1
06   Feltham Post Office          FAD: 123456X
07   1, The Walkway
08   Kings Parade
09   Middle of Town
10   Feltham
11   Middlesex
12   TW1 3DD
13
14             Change PIN Request
15   jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
16   Card Number: **** **** **** pppp Issue:iii
17   Auth Code: cccccc
18   Application ID: aaaaaaaaaaaaaaaa
19   From: mm/yy  Expiry: mm/yy  PAN Seq No: ss
20   Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnn
21
22   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
23   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
24   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
25   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
26   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
27   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
28   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
29   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
30
```

```
31  fffffffffffffffffffffffffffffffffffffffffff
32  fffffffffffffffffffffffffffffffffffffffffff
33
34
35          This is not a VAT receipt
36
         1         2         3         4
1234567890123456789012345678901234567890 12
```

Welsh/English text

```
              1         2         3         4
     12345678901234567890123456789012345678901 2
01              Swyddfa'r Post Cyf.
02              Post Office Ltd.
03              Eich Derbynneb
04               Your Receipt
05
06   09/04/2008 10:47:22   TP:02  BP:01  SU:SH1
07   Feltham Post Office          FAD: 123456X
08   1, The Walkway
09   Kings Parade
10   Middle of Town
11   Feltham
12   Middlesex
13   TW1 3DD
14
15      Cais i Newid PIN/Change PIN Request
16   jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
17   Rhif Cerdyn:              Cyhoeddiad:
18   Card Number: **** **** **** pppp Issue:iii
19   Cod Awdurdodi:
20   Auth Code: cccccc
21   ID Cais:
22   Application ID: aaaaaaaaaaaaaaaa
23   O:          Diweddu:       Rhif Cyf PAN:
24   From: mm/yy  Expiry: mm/yy  PAN Seq No: ss
25   ID y Gweithrediad:
26   Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnn
27
28   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
29   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
30   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
31   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
32   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
33   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
34   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
35   uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
36
37   fffffffffffffffffffffffffffffffffffffff
38   fffffffffffffffffffffffffffffffffffffff
39
40         Nid derbynneb TAW yw hon
41         This is not a VAT receipt
42
              1         2         3         4
     12345678901234567890123456789012345678901 2
```

The data shown in the examples is illustrative only – the exact text can change, and so differ from that in the examples.

4.1.4.6   Definition (English & Welsh/English)

Field Name	English		Welsh		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Title	14	13-30			18	'Change PIN Request'.
			15	04-38	35	'Cais i Newid PIN/Change PIN Request'.
Issuer Scheme name	15	01-30	16	01-30	30	Issuer Scheme name (*jjj*…) obtained as follows: • For chip read, from the application label • For magnetic stripe read, from reference data
Card Number	16	14-32	18	14-32	19	Obscured PAN (only last four digits shown (*pppp*), remaining digits replaced by asterisks): formatted with spaces if a 16-digit PAN, unformatted if any other length.
Issue Number (*iii*)	16	40-42	18	40-42	3	Obtained from card: not always present
Authorisation code (*ccc*…)	17	12-17	20	12-17	6	Authorisation code from Financial Institution
Application ID	18	17-32	22	17-32	16	Obtained as follows:
From Date	19	07-11	24	07-11	5	• For chip read, from application data
Expiry Date	19	22-26	24	22-26	5	
PAN Sequence Number (*ss*)	19	41-42	24	41-42	2	• For magnetic stripe read, from track 2 data • For Alliance&Leicester transactions, Issuer Scheme name is used instead.
Transaction ID	20	17-42	26	17-42	26	Unique system-generated transaction identifier (*nnn*…).
Outcome message (see section 4.1.1.4)	22-29	01-42	28-35	01-42	42	Transaction outcome message (*uuu*… up to 8 lines), suppressed if blank. Note that this is the maximum number of lines available for the message, whether it consists of English or Welsh/English text.
Free text footer	31, 32	01-40	37, 38	01-40	40	Free text (*fff*…, up to 2 lines) if provided, or suppressed.

4.1.5 BNK UCB: System Helpdesk Error Number Report

4.1.1.1 Description

The report provides a printout of the final part of the message currently on display on the System Failure screen.

4.1.1.2 Frequency

As required.

4.1.1.3 Notes

Optional.

4.1.1.4 Sequence

Not applicable.

4.1.1.5 Layout and Example Content

```
                1           2           3           4
      12345678901234567890123456789012345678901234567890
01  | Feltham Post Office              FAD: 123456X
02  | 11:42 17/01/2008        TP:10  BP:01  SU:SH1
03  | On-line services unavailable.
04  |
05  |
06  | If a call has not already been logged,
07  | contact the Horizon System Helpdesk by
08  | calling the NBSC and quote code shown
09  | below.
10  |
11  |    2382
12  |
13  |
14  |         *** END OF REPORT ***
15  |
                1           2           3           4
      12345678901234567890123456789012345678901234567890
```

**The data shown in the example is illustrative only –
the exact text can change, and so differ from that in the example.**

4.1.1.6 Definition

Field Name	Line No.	Character Positions	Length	Contents/Notes
Error message	06-11	01-42	42	Response-code-dependent text element of System Failure screen.

4.2 Electronic Top-Up UCB (ETU)

This section describes receipts for the Electronic Top-Up (ETU) UCB, as follows:

- *4.2.1 ETU UCB: Electronic Top-Up Receipt*

4.2.1 ETU UCB: Electronic Top-Up Receipt

Electronic Top-Up

4.2.1.1 Description

This is the customer record of the session.

4.2.1.2 Frequency

Per Electronic Top-Up transaction within a customer session.

4.2.1.3 Notes

Mandatory.

4.2.1.4 Sequence

N/A.

4.2.1.5 Layout and Example Content

English text

```
              1         2         3         4
     12345678901234567890123456789012345678901 2
01
02              Post Office Ltd.
03               Your Receipt
04
05   17/01/2008 11:47      TP:10  BP:01  SU:SH1
06   Feltham Post Office            FAD: 123456X
07   1, The Walkway
08   Kings Parade
09   Middle of Town
10   Feltham
11   Middlesex
12   TW1 3DD
13
14   Transaction Ref: nnnnnnnnnnnnnnnnnnnnnnnnnn
15
16                  message
17                   title
18   jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
19             Amount: £9999999999.99
20
21   Card Number: cccccccccccccccccccccccccccc
22   Mobile Number: mmmmmmmmmmmmmmmmmmmmmmmmmmmm
23   Activation Code: vvvvvvvvvvvvvvvvvvvvvvvvv
```

```
24 │ Expiry Date: eeeeeeeee
25 │
26 │ TXN ID/Serial Number: ttttttttttttttttttt
27 │ Store ID: sssssssssss
28 │
29 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
30 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
31 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
32 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
33 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
34 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
35 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
36 │ uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
37 │
38 │
39 │        Please retain your receipt
40 │
41 │        This is not a VAT receipt
42 │
           1         2         3         4
     12345678901234567890123456789012345678901 2
```

Welsh/English text

```
            1         2         3         4
   12345678901234567890123456789012345678901 2
01            Swyddfa'r Post Cyf.
02             Post Office Ltd.
03              Eich Derbynneb
04               Your Receipt
05
06  17/01/2008 11:47       TP:10  BP:01  SU:SH1
07  Feltham Post Office            FAD: 123456X
08  1, The Walkway
09  Kings Parade
10  Middle of Town
11  Feltham
12  Middlesex
13  TW1 3DD
14
15  Cyf. Gweithrediad:
16  Transaction Ref: nnnnnnnnnnnnnnnnnnnnnnnnnn
17
18                  message
19                   title
20  jjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjjj
21          Swm/Amount: £9999999999.99
22
23  Rhif Cerdyn:
24  Card Number: ccccccccccccccccccccccccccc
25  Rhif y Ffôn Symudol:
26  Mobile Number: mmmmmmmmmmmmmmmmmmmmmmmmmm
27  Côd Gweithredu:
28  Activation Code: vvvvvvvvvvvvvvvvvvvvvvvv
29  Dyddiad Terfyn:
30  Expiry Date: eeeeeeeee
31
32  ID/Rhif Cyfresol y Gweithrediad:
33  TXN ID/Serial Number: ttttttttttttttttttt
34  ID y Siop:
35  Store ID: ssssssssssss
36
37  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
38  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
39  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
40  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
41  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
42  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
43  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
44  uuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuuu
45
46   Cadwch eich derbynneb, os gwelwch yn dda
47         Please retain your receipt
48          Nid Derbynneb TAW yw hon
49          This is not a VAT receipt
50
            1         2         3         4
   12345678901234567890123456789012345678901 2
```

> **The data shown in the examples is illustrative only –**
> **the exact text can change, and so differ from that in the examples.**

The first 12 lines on an English receipt (13 on a Welsh receipt) are the same as those of the NBS customer copy receipt layout (see section 4.1.1.2).

4.2.1.6   Definition (English & Welsh/English)

Field Name	English		Welsh		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Transaction Ref	14	18-42	16	18-42	25	Unique system-generated transaction identifier (*nnn*…).
Message	16	01-42			42	Blank or 'D U P L I C A T E'.
			18	01-42	42	Blank or 'D Y B L Y G I A D / D U P L I C A T E'.
Title	17	01-42			42	'Sale' or 'Refund'.
			19	01-42	42	'Gwerthiant/Sale' or 'Ad-daliad/Refund'.
Network/ Product name	18	01-42	20	01-42	42	Network and product name (ETU) or supplier/product name (PIN), from Post Office Ltd Reference Data, centred: (*jjj*…).
Amount	19	22-35	21	22-35	14	12-digit amount in the format £*9999999999.99* left-aligned, (zero if the transaction was not successful).
Card Number	21	14-42	24	14-42	29	Obscured PAN (*ccc*…, three digits preceding last four digits replaced by asterisks). [1]
Mobile Number	22	16-42	26	16-42	27	Obscured mobile number (*mmm*…, three digits preceding last three digits replaced by asterisks). [2 & 3]
Activation Code (PIN)	23	18-41	28	18-41	24	Activation code (*vvv*…). [2]
Expiry Date	24	14-23	30	14-23	10	Activation code expiry date (*eee*…) in the format *dd/mm/yy*. [2]
TXN ID/Serial Number	26	23-42	33	23-42	20	Unique network transaction identifier or PIN serial number (*ttt*…). [2]
Store ID	27	11-22	35	11-22	12	E-pay unique store identifier (*sss*…).
Outcome message (see section 4.2.2 ETU UCB: Electronic Top-Up Response Codes and Receipt Text)	29-36	01-42	37-44	01-42	42	Transaction outcome message (*uuu*… up to 8 lines), suppressed if blank. Note that this is the maximum number of lines available for the message, whether it consists of English or Welsh/English text.
Footer	38	-				Blank.
			46	02-41	40	'Cadwch eich derbynneb, os gwelwch yn dda'.
	39	08-33	47	08-33	26	'Please retain your receipt'.
	40	-				Blank.
			48	09-32	24	'Nid Derbynneb TAW yw hon'.
	41	09-33	49	09-33	25	'This is not a VAT receipt'.

Notes:

1. For button-initiated transactions, the whole line (and for a Welsh receipt the preceding line as well) is suppressed.

2. If data for this field is not returned, the whole line (and for a Welsh receipt the preceding line as well) is suppressed.

3. Due to the presence of a check digit, if the card number contains the customer's mobile number, obscuring these three digits results in the same digits being obscured in both the Mobile Number and Card Number.

4.2.1.7   Electronic Top-Up Example Receipt

```
            1         2         3         4
   12345678901234567890123456789012345678901 2
01
02              Post Office Ltd.
03               Your Receipt
04
05  17/01/2008 11:47      TP:10  BP:01  SU:SH1
06  Feltham Post Office            FAD: 123456X
07  1, The Walkway
08  Kings Parade
09  Middle of Town
10  Feltham
11  Middlesex
12  TW1 3DD
13
14  Transaction Ref: 44-123456-1-2342-3
15
16
17                  Sale
18                 Orange
19              Amount: £5.00
20
21  Card Number: 895412212***2347
22  Mobile Number: [  IRRELEVANT  ]
23
24  TXN ID/Serial Number: EP1234567890
25  Store ID: EPPOL0123456
26
28  TRANSACTION SUCCESSFUL
29  Thank you. Your topup will be applied in
30  10 minutes.
31
32
33       Please retain your receipt
34
35        This is not a VAT receipt
36
            1         2         3         4
   12345678901234567890123456789012345678901 2
```

4.2.2 ETU UCB: Electronic Top-Up Response Codes and Receipt Text

4.2.2.1 Success Codes and Corresponding Receipt Text

The Response Code (field 4) always has a value of 00 to indicate success. The Short Codes (field 18) defined in Table 1 below, in combination with IIN and Product code, define the text string to be used on the receipt of a Sale transaction. In the event of a success response (field 4 = 00) and the Short Code, IIN or Product not being recognised, the RT307 Horizon Receipt Text Code is used. The successful Sale transaction Horizon Receipt Text strings are defined in Table 2.

Where a Refund transaction has been successful, e-pay returns a Response Code (field 4) value of 00 and a Short Code (field 18) value of 000A. This maps to the RT307 Horizon Receipt Text Code.

Where Response Codes of 17 and 91 are received, these responses are classed as successes[2]. The RT307 Horizon Receipt Text Code mapping is used in these instances.

The text within the Recommended Receipt Text field is advisory. It is acceptable for Fujitsu Services to ignore it and use its own messages for screen display / receipt print etc.

4.2.2.1.1 ETopUp Sale Receipt Text Lookup Details

Network	TXN Type	IIN	Prod Code	Field 18 Short Code	Horizon Receipt Text Code
Vodafone (UK)	ETU Vanilla ETU	894410	9 1	000A	RT300
Vodafone (UK) (First Time Use)	Vanilla ETU	894410	1	000B	RT301
Orange	Vanilla ETU	894412	9	000A	RT302
O₂	ETU Vanilla ETU	894411	0 1	000A	RT303
O₂ (First Time Use – promotional period only)	ETU Vanilla ETU	894411	0 1	000C	RT304
T-Mobile	ETU Vanilla ETU	894430	3 4	000A	RT305
Virgin Mobile	Vanilla ETU	894423	1	000A	RT306
Vodafone	E-Voucher	633654100101	(Any)	000A	RT308
Tesco	ETU	892248	(Any)	000A	RT309
O₂	E-Voucher	6336541005	(Any)	000A	RT344
Virgin	E-Voucher	6336541004	(Any)	000A	RT345
T-Mobile	E-Voucher	6336541003	(Any)	000A	RT346
Tesco	E-Voucher	6336541007	(Any)	000A	RT347
Post Office	E-Voucher	633654100900	(Any)	000A	RT350
Mobile World	E-Voucher	633654104000	(Any)	000A	RT352
Vodafone Text	E-Voucher	633654100101	(Any)	000A	RT353
Vodafone Voice	E-Voucher	633654100102	(Any)	000A	RT354
Talk Talk	E-Voucher	633654104001	(Any)	000A	RT356
Fresh Mobile	E-Voucher	633654104002	(Any)	000A	RT357
Orange	ETU	633654104400	(Any)	000A	RT358
Post Office	ETU	63373510	(Any)	000A	RT359
M&S Mobile	E-Voucher	633654104003	(Any)	000A	RT361
Post Office	ETU	63373520	(Any)	000A	RT362

[2] These responses imply that the previous Refund attempt was successful

3G	E-Voucher	633654100208	(Any)	000A	RT363
ASDA	E-Voucher	633654108200	(Any)	000A	RT364
ASDA	ETU	894424	(Any)	000A	RT365
ASDA	ETU	894424	(Any)	000B	RT366
Nomi-Call	E-Voucher	894424	(Any)	000A	RT367
BT Mobile	E-Voucher	633654100909	(Any)	000A	RT368
IDT Mobile	E-Voucher	633654108500	(Any)	000A	RT369
Lebara Mobile	E-Voucher	633654108501	(Any)	000A	RT370
Blyk Mobile	E-Voucher	633654108506	(Any)	000A	RT371
Talkmobile	E-Voucher	633654108504	(Any)	000A	RT372
Talkmobile	ETU	633788	(Any)	000A	RT373
Talkmobile	ETU	633788	(Any)	000B	RT374
LycaMobile	E-Voucher	633654108517	(Any)	000A	RT379
Vectone Mobile	E-Voucher	633654108508	(Any)	000A	RT380
Uk01 Mobile	E-Voucher	633654108510	(Any)	000A	RT381

Table 1 – EtopUp Sale Receipt Text Lookup Details

4.2.2.1.2 Success Receipt Text Definitions

Horizon Receipt Text Code	Description	Receipt Text - English (character positions 1-42) 1 2 3 4 123456789012345678901234567890123456789012	Horizon Receipt Text - Welsh (character positions 1-42) 1 2 3 4 123456789012345678901234567890123456789012
RT300	Vodafone E-Top o.k.	TRANSACTION SUCCESSFUL Thank you. Your topup will be applied in 10 minutes.	CYNNIG LLWYDDIANNUS Diolch. Bydd eich ychwanegiad ar gael mewn 10 munud.
RT301	Vodafone E-Top o.k (First time use).	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] to link card with mobile phone for use of credit.	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] i gysylltu'r cerdyn â'r ffôn symudol i ddefnyddio credyd.
RT302	Orange E Top-Up o.k.	TRANSACTION SUCCESSFUL Thank you. Your topup has been applied to your prepay account.	CYNNIG LLWYDDIANNUS Diolch. Cafodd eich ychwanegiad ei roi yn eich cyfrif rhagdalu.
RT303	O2 E-Top o.k.	TRANSACTION SUCCESSFUL Thank you for topping up with O2.	CYNNIG LLWYDDIANNUS Diolch am gael ychwanegiad gyda O2.
RT304	O2 E-Top o.k. (first time, promotional period only)	TRANSACTION SUCCESSFUL You have received FREE calltime for using your O2 card. Visit o2.co.uk today.	CYNNIG LLWYDDIANNUS Rydych wedi derbyn amser ffonio AM DDIM am ddefnyddio eich cerdyn O2. Ymwelwch â o2.co.uk heddiw.
RT305	T-Mobile E-Top o.k.	TRANSACTION SUCCESSFUL Thankyou for your topup. Please keep this receipt. More info: www.t-mobile.co.uk	TRAFODAID LLWYDDIANNUS Diolwch am eich adlenwad. Cadwch y dderbynneb, os gwelwch yn dda. Rhagor o wybodaeth: www.t-mobile.co.uk
RT306	Virgin Mobile E-Top o.k.	TRANSACTION SUCCESSFUL Thanks! You're all topped up with Virgin Mobile.	CYNNIG LLWYDDIANNUS Diolch! Mae gennych chi ychwanegiad da gyda Virgin Mobile.
RT307	Unrecognised short code (or Refund response 000A)	TRANSACTION SUCCESSFUL	CYNNIG LLWYDDIANNUS
RT308	Vodafone E-Top o.k.	TRANSACTION SUCCESSFUL Don't delay! Dial [IRRELEVANT] to activate this PIN and receive the credit.	CYNNIG LLWYDDIANNUS. Peidiwch ag oedi! Deialwch [IRRELEVANT] i weithredu'r PIN yma a derbyn y credyd

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RT309	Tesco E-Top o.k.	TRANSACTION SUCCESSFUL Thank you for topping up with Tesco Mobile, your Clubcard points will be added to your next statement.	CYNNIG LLWYDDIANNUS Diolch am lenwi gyda Tesco Mobile, caiff eich pwyntiau Clubcard eu hychwanegu at eich cyfriflen nesaf.
RT344	O₂ E-Voucher o.k.	TRANSACTION SUCCESSFUL To use: Dial [IRRELEVANT] FREE More info at: www.o2.co.uk/topup O2(UK) Limited.	TRAFODIAD LLWYDDIANNUS Ar gyfer defnyddio: Deialwch [IRRELEVANT] AM DDIM Rhagor o wybodaeth yn: www.o2.co.uk/topup O2 (UK) Cyfyngedig.
RT345	Virgin E-Voucher o.k.	TRANSACTION SUCCESSFUL To top up your phone Call [IRRELEVANT] free from your phone and follow the instructions	CYNNIG LLWYDDIANNUS I adlenwi eich ffon ffoniwch [IRRELEVANT] am ddim o'ch ffon a dilyn y cyfarwyddiadau
RT346	T-Mobile E-Voucher o.k.	TRANSACTION SUCCESSFUL Call [IRRELEVANT] from your handset to top-up your phone. More info: www.t-mobile.co.uk	TRAFODAID LLWYDDIANNUS Deialwch [IRRELEVANT] o'ch set llaw er mwyn adlenwi eich ffon. Rhagor o wybodaeth: www.t-mobile.co.uk
RT347	Tesco T-Mobile E-Voucher o.k.	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] FREE to activate this voucher More info at: www.tesco.com Tesco Mobile Limited	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] I weithredu'r fowtsier Mwy o wybodaeth yn: www.tesco.com Tesco Mobile Cyfyngedig
RT352	Mobile World E-Voucher o.k.	TRANSACTION SUCCESSFUL To top-up your account dial **IRRELEVANT** This voucher expires after 90 days	CYNNIG LLWYDDIANNUS I adlenwi eich cyfrif ffoniwch **IRRELEVANT** Daw'r fowtsier hwn I ben ar ôl 90 diwrnod
RT353	Vodafone Text o.k.	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] to activate your pack	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] I weithredu'ch pecyn
RT354	Vodafone Voice o.k.	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] to activate your pack	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] I weithredu'ch pecyn
RT356	Talk Talk E-Voucher o.k.	TRANSACTION SUCCESSFUL To top-up your account dial **IRRELEVANT** This voucher expires after 90 days	CYNNIG LLWYDDIANNUS I adlewni eich cyfrif deialwch **IRRELEVANT** Mae'r fowtsier hwn yn dod I ben ol 90 diwrnod

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RT357	Fresh Mobile E-Voucher o.k.	TRANSACTION SUCCESSFUL To top-up your account dial **IRRELEVANT** This voucher expires after 90 days	CYNNIG LLWYDDIANNUS I adlewni eich cyfrif deialwch **IRRELEVANT** Mae'r fowtsier hwn yn dod I ben ar ol 90 diwrnod
RT358	Orange E-Voucher o.k.	TRANSACTION SUCCESSFUL Call 450 free. Enter VOUCHER NUMBER. Terms: www.orange.co.uk/voucher	CYNNIG LLWYDDIANNUS
RT359	Post Office ETU o.k.	TRANSACTION SUCCESSFUL Thank you for your top-up. Phonecard Issuer Nomi-Call Ltd Telecom services from Global-Nomi Madeira	CYNNIG LLWYDDIANNUS Diolch am eich adlenwad Dyroddwr Cerdyn Ffon Nomi-Call Ltd Gwasanaethau Telecom Global-Nomi Madeira
RT361	M&S E-Voucher o.k.	TRANSACTION SUCCESSFUL To top up your account dial **IRRELEVANT** This voucher expires after 90 days	CYNNIG LLWYDDIANNUS Adlenwi cyfrif deialwch 0870 087 0200. Daw'r fowtsier I ben ymhen 90 diwrnod
RT362	Post Office ETU o.k.	TRANSACTION SUCCESSFUL Thank you for your top-up. Phonecard Issuer Nomi-Call Ltd Telecom services from Global-Nomi Madeira	CYNNIG LLWYDDIANNUS Diolch am eich adlenwad Dyroddwr Cerdyn Ffon Nomi-Call Ltd Gwasanaethau Telecom Global-Nomi Madeira
RT363	3G E-Voucher OK	TRANSACTION SUCCESSFUL TopUp within 90 days. Call IRRELEVANT to TopUp. Terms apply, three.co.uk Queries? Call IRRELEVANT	CYNNIG LLWYDDIANNUS Adlenwi o fewn 90 niwrnod. Galwch IRRELEVANT I Adlenwi. Telerau'n berthnasol three.co.uk Cwestiynau? Galwch IRRELEVANT
RT364	ASDA E-Voucher OK	TRANSACTION SUCCESSFUL hanks for using ASDA mobile. Call free on IRRELEVANT to activate the voucher.	CYNNIG LLWYDDIANNUS T TRANSACTION SUCCESSFUL Thanks for using ASDA mobile. Call free on IRRELEVANT to activate the voucher.
RT365	ASDA E-Top o.k.	TRANSACTION SUCCESSFUL Thanks for using ASDA mobile. Your top-up will be applied in 10 minutes.	CYNNIG LLWYDDIANNUS

RT366	ASDA E-Top o.k.	TRANSACTION SUCCESSFUL Please call free on [IRRELEVANT] to link the card	 CYNNIG LLWYDDIANNUS
RT367	Nomi-Call E-Voucher OK	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] from your mobile Issued by Nomi-Call Ltd Redeemed by Global-Nomi Lda	CYNNIG LLWYDDIANNUS
RT368	BT E-Voucher OK	TRANSACTION SUCCESSFUL Top up dial [IRRELEVANT] free from your mobile. Visit BT.COM/YOUR ACCOUNT	CYNNIG LLWYDDIANNUS
RT369	IDT E-Voucher OK	TRANSACTION SUCCESSFUL To Top-up your SIM call [IRRELEVANT], Press 2, Enter PIN, Press # For Help Call [IRRELEVANT]	CYNNIG LLWYDDIANNUS I roi arian ar SIM ffoniwch [IRRELEVANT], Pwyswch 2, Nodwch PIN, Pwyswch # Am Gymorth Ffoniwch [IRRELEVANT]
RT370	Lebara E-Voucher OK	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] to Activate this credit voucher and use your credit.	CYNNIG LLWYDDIANNUS Ffoniwch [IRRELEVANT] i Actifadu'r daleb gredyd hon a defnyddio eich credyd.
RT371	Blyk E-Voucher OK	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] from your Blyk phone and follow the voice instructions to top-up. Voucher valid for 6 months from date of purchase.	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] o'ch ffôn Blyk i ddilyn y manylion i roi arian ar eich ffôn. Taleb yn ddilys am 6 mis o'i phrynu.
RT372	Talkmobile E-Voucher OK	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] to top-up your account with this Voucher	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] i adlenwi'ch cyfrif â'r Tocyn hwn
RT373	Talkmobile ETU OK.	TRANSACTION SUCCESSFUL Thank you. This credit will be applied in 10 mins.	CYNNIG LLWYDDIANNUS Diolch. Bydd y credyd hwn yn weithredol ymhen 10 munud.

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RT374	Talkmobile ETU OK.	TRANSACTION SUCCESSFUL Dial [IRRELEVANT] to link your card to your mobile phone and your account will be topped up.	CYNNIG LLWYDDIANNUS Deialwch [IRRELEVANT] i gysylltu'ch cerdyn â'ch ffôn symudol a chaiff eich cyfrif ei adlenwi.
RT379	LycaMobile e-voucher OK.	TRANSACTION SUCCESSFUL To Top up: Enter *131* PIN # Press Dial Or dial [IRRELEVANT] Customer services [IRRELEVANT] or + **IRRELEVANT** T&C @ www.lycamobile.co.uk	CYNNIG LLWYDDIANNUS I Adlenwi: Teipio *131* PIN # Pwyso Dial Neu ddeialu [IRRELEVANT] Gwas. Cwsmer. [IRRELEVANT] neu + **IRRELEVANT** T&A @ www.lycamobile.co.uk
RT380	Vectone Mobile £5 eVoucher OK	TRANSACTION SUCCESSFUL Enter [IRRELEVANT] PIN# Send Or Call **IRRELEVANT** Help **IRRELEVANT** www.vectonemobile.com	CYNNIG LLWYDDIANNUS Pwyswch [IRRELEVANT] PIN# Send Neu ffoniwch **IRRELEVANT**
RT381	Uk01 Mobile e-voucher OK	TRANSACTION SUCCESSFUL Enter [IRRELEVANT] PIN# send Or Call **IRRELEVANT** Help **IRRELEVANT** T&Cs www.uk01.mobi	CYNNIG LLWYDDIANNUS Pwyswch [IRRELEVANT] PIN# Send Neu ffoniwch **IRRELEVANT**
RT382	O2 eTop Up OK.	TRANSACTION SUCCESSFUL This card will expire if not activated within 12 months. To activate call [IRRELEVANT]	TRAFODAID LLWYDDIANNUS Daw'r cerdyn hwn i ben oni chaiff ei ddefnyddio o fewn 12 mis. Er mwyn ei ddefnyddio deialwch [IRRELEVANT].

Table 2 – Success ETopUp Receipt Text Definitions

Note: when issued from a Welsh office, the receipts will have Welsh and English text; when from an English office they will have only the English text.

4.2.2.2 Error Codes

The transaction response code (field 4) will always have a non-zero value when an authorisation request has been unsuccessful. The short codes, defined below in combination with IIN and Product code, define the text string to be used on the receipt. In the event of an error response (field 4 <>0) but the short code not being recognised, the RT310 Horizon Receipt Text Code will be used. The unsuccessful transaction Horizon Receipt Text strings are defined in Table 5.

4.2.2.2.1 e-pay Error Response Code Values

e-pay Internal Error Code	Field 4 Response Code	Field 18 Short Code	Description	Horizon Receipt Text Code
EP1000	80	100	Invalid Terminal	RT310
EP1001	81	101	Terminal Refused	RT310
EP1002	82	102	Credit Limit Exceeded	RT310
EP1003	99	103	SQL Error	RT310
EP1004	81	104	MAC Failed	RT310
EP1005	81	105	Invalid Source Address	RT310
EP1010	99	110	Transaction Failed	RT310
EP1011	83	111	No Provider (Invalid IIN)	RT310
EP1012	84	112	Feature Unavailable	RT310
EP1013	99	113	Provider Not Loaded	RT310
EP1014	85	114	Out of Stock (e-voucher only)	RT311
EP1015	99	115	No Loyalty Provider	RT310
EP1016	99	116	Loyalty Provider Not Loaded	RT310
				RT310
EP1020	99	120	Concentrator Connect Failed	RT310
EP1021	99	121	Concentrator Communication Failed	RT310
EP1050	99	150	Invalid Command	RT310
EP1051	99	151	Invalid Date / Time	RT310
EP1052	99	152	Invalid Transaction ID	RT310
EP1053	99	153	Invalid Product	RT310
EP1054	86	154	Invalid Value	RT312
EP1055	99	155	Invalid PAN	RT310
EP1056	87	156	Invalid PAN Luhn	RT310
EP1057	99	157	Invalid Refund Transaction ID	RT310
EP1058	99	158	Invalid Merchant ID	RT310
EP1059	99	159	Invalid Store ID	RT310
EP1060	99	160	Invalid Distributor ID	RT310
EP1061	99	161	Invalid Supplier ID	RT310
EP1062	99	162	Invalid Expiry Date	RT310
EP1100	88	200	Card Not Swiped	RT313
EP1101	89	201	Refund Disabled	RT317
EP1102	90	202	Unmatched Transaction	RT318
EP1103	91	203	Refund Already Processed	RT307
EP1104	92	204	Refund Pending	RT315
EP1105	93	205	Void Already Processed	Not Applicable – only issued in response to Reversal requests therefore not used to derive receipt

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				text
EP1106	94	206	Void Pending	Not Applicable – only issued in response to Reversal requests therefore not used to derive receipt text
EP1107	95	207	Amount Mismatch	RT316
EP1108	96	208	Inactive Product	RT310
EP1109	96	209	Inactive Product Group	RT310
EP1110	99	210	Supplier Account Not Trading	RT310
EP1111	99	211	Distributor Account Not Trading	RT310
				RT310
EP1500	99	999	Invalid Loyalty PAN	RT310
EP1501	99	999	Invalid Loyalty PAN Luhn	RT310

Table 3 – e-pay Error Response Code Values

4.2.2.2.2 Third Party Error Response Code Values

e-pay Internal Error Code	Field 4 Response Code	Field 18 Short Code	Description	Horizon Receipt Text Code
EP2000	01	300	Remote Setup Failed	RT320
EP2001	01	301	Remote Setup Timeout	RT320
EP2002	01	302	No Remote Connection	RT320
EP2003	01	303	Remote Connect Failed	RT320
EP2004	01	304	Remote Connect Timeout	RT320
EP2005	01	305	Remote Auth Failed	RT320
EP2006	01	306	Remote Auth Timeout	RT320
EP2007	01	307	Remote Command Failed	RT320
EP2008	01	308	Remote Command Timeout	RT320
EP2009	01	309	Remote Response Invalid	RT320
EP2010	01	310	Remote Response Timeout	RT320
EP2050	01	350	Service Unavailable	RT320
EP2051	01	351	Service Down	RT320
EP3000	39	400	Invalid Command	RT310
EP3001	39	401	Invalid Date / Time	RT310
EP3002	39	402	Invalid Transaction ID	RT310
EP3003	39	403	Invalid Product	RT310
EP3004	40	404	Invalid Value	RT310
EP3005	39	405	Invalid PAN	RT310
EP3006	39	406	Invalid PAN Luhn	RT310
EP3007	39	407	Invalid Refund Transaction ID	RT310
EP3008	39	408	Invalid Merchant ID	RT310
EP3009	41	409	Invalid Store ID	RT310
EP3010	39	410	Invalid Distributor ID	RT310
EP3011	39	411	Invalid Supplier ID	RT310
EP3012	42	412	Invalid Expiry Date	RT310
EP3013	39	413	Invalid Currency	RT310
EP3050	02	450	Invalid Mobile Number	RT321
EP3051	03	451	Mobile Number Not Prepay	RT322
EP3052	04	452	Mobile Is Not Active	RT323

EP3053	05	453	Mobile Is Barred	RT324
EP3054	06	454	Mobile Is Stolen	RT325
EP3055	07	455	Card Invalid	RT326
EP3056	08	456	Card Expired	RT327
EP3057	09	457	Card Not Registered	RT328
EP3058	10	458	Card Stolen	RT329
EP3059	11	459	Card Is Barred	RT330
EP3060	12	460	Card and Mobile Mismatch	RT331
EP3100	39	500	Duplicate Transaction ID	RT310
EP3101	13	501	Account Limit Reached	RT332
EP3102	14	502	No Corresponding Transaction	RT333
EP3103	15	503	Product Already Activated	RT334
EP3104	16	504	Transaction Already Void	Not Applicable – only issued in response to Reversal requests therefore not used to derive receipt text
EP3105	17	505	Transaction Already Refunded	RT307
EP3106	18	506	Void Period Exceeded	Not Applicable – only issued in response to Reversal requests therefore not used to derive receipt text
EP3107	19	507	Refund Period Exceeded	RT335
EP3108	20	508	Insufficient Funds	RT336
EP3109	21	509	Transaction Rejected	RT310
EP3110	22	510	Transaction Declined	RT310
EP3111	23	511	Transaction In Process	RT337
EP3112	24	512	Product Already Used	RT339
EP5000	60	700	Orange Account Corrupt - (Call customer service on 450)	RT338

Table 4 – e-pay Third Party Error Response Code Values

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4.2.2.2.3 Horizon Error Receipt Text Definitions

Horizon Receipt Text Code	Description	Horizon Receipt Text - English (character positions 1-42)	Horizon Receipt Text - Welsh (character positions 1-42)
RT310	General failure	TRANSACTION UNSUCCESSFUL	CYNNIG AFLWYDDIANNUS
RT311	Out of stock	TRANSACTION UNSUCCESSFUL Requested item is out of stock. Sorry for any inconvenience caused.	CYNNIG AFLWYDDIANNUS Dydy'r eitem ddim ar gael ar hyn o bryd. Mae'n ddrwg gennym am hyn.
RT312	Invalid Value	TRANSACTION UNSUCCESSFUL Specified value not accepted. Sorry for any inconvenience caused. Please try again.	CYNNIG AFLWYDDIANNUS Ni chafodd y swm ei dderbyn. Mae'n ddrwg gennym am hyn. Rhowch gynnig arall arni.
RT313	Card not swiped	TRANSACTION UNSUCCESSFUL The card must be swiped. Sorry for any inconvenience caused. Please try again.	CYNNIG AFLWYDDIANNUS Ni chafodd y swm ei dderbyn. Mae'n ddrwg gennym am hyn. Rhowch gynnig arall arni.
RT314	Not Used		
RT315	Refund Pending	TRANSACTION UNSUCCESSFUL Your refund request is already being actioned.	CYNNIG AFLWYDDIANNUS Mae'ch cais am ad-daliad yn cael ei weithredu eisoes.
RT316	Amount mismatch	TRANSACTION UNSUCCESSFUL Sorry for any inconvenience caused. Please try again.	CYNNIG AFLWYDDIANNUS Mae'n ddrwg gennym am hyn. Rhowch gynnig arall arni.
RT317	Refund Disabled	TRANSACTION UNSUCCESSFUL Sorry, refunds are not permitted on this account.	CYNNIG AFLWYDDIANNUS Dydy'r cyfrif hwn ddim yn caniatáu ad-daliadau.
RT318	Unmatched transaction	TRANSACTION UNSUCCESSFUL There is no transaction to refund.	CYNNIG AFLWYDDIANNUS Nid oes unrhyw ad-daliad yn ddyledus.
RT319	Not Used		
RT320	Service unavailable	TRANSACTION UNSUCCESSFUL Sorry for any inconvenience caused. Please try again.	CYNNIG AFLWYDDIANNUS Mae'n ddrwg gennym am hyn. Rhowch gynnig arall arni.

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Horizon Receipt Text Code	Description	Horizon Receipt Text - English (character positions 1-42)	Horizon Receipt Text - Welsh (character positions 1-42)
RT321	Invalid mobile number	TRANSACTION UNSUCCESSFUL Mobile number is invalid.	CYNNIG AFLWYDDIANNUS Mae rhif y ffôn symudol yn annilys.
RT322	Mobile not prepay	TRANSACTION UNSUCCESSFUL The mobile number linked to the card is not prepay.	CYNNIG AFLWYDDIANNUS Nid yw rhif y ffôn symudol sy'n perthyn i'r cerdyn hwn yn rhif rhagdalu.
RT323	Mobile not active	TRANSACTION UNSUCCESSFUL The mobile number linked to the card not active.	CYNNIG AFLWYDDIANNUS Nid yw rhif y ffôn symudol sy'n perthyn i'r cerdyn hwn yn weithredol.
RT324	Mobile is barred	TRANSACTION UNSUCCESSFUL	CYNNIG AFLWYDDIANNUS
RT325	Mobile is stolen	TRANSACTION UNSUCCESSFUL	CYNNIG AFLWYDDIANNUS
RT326	Card invalid	TRANSACTION UNSUCCESSFUL The card is invalid.	CYNNIG AFLWYDDIANNUS Mae'r cerdyn yn annilys.
RT327	Card expired	TRANSACTION UNSUCCESSFUL The card has expired.	CYNNIG AFLWYDDIANNUS Mae'r cerdyn wedi darfod.
RT328	Card not registered	TRANSACTION UNSUCCESSFUL The card is not registered with the mobile network.	CYNNIG AFLWYDDIANNUS Ni chafodd y cerdyn hwn ei gofrestru gyda'r rhwydwaith ffonau symudol.
RT329	Card stolen	TRANSACTION UNSUCCESSFUL	CYNNIG AFLWYDDIANNUS
RT330	Card is barred	TRANSACTION UNSUCCESSFUL	CYNNIG AFLWYDDIANNUS
RT331	Card/mobile mismatch	TRANSACTION UNSUCCESSFUL	CYNNIG AFLWYDDIANNUS
RT332	Account limit reached	TRANSACTION UNSUCCESSFUL The limit for this mobile account has been reached.	CYNNIG AFLWYDDIANNUS Mae terfyn y cyfrif ffôn symudol hwn wedi'i gyrraedd.
RT333	No matching transaction	TRANSACTION UNSUCCESSFUL There is nothing to refund.	CYNNIG AFLWYDDIANNUS Nid oes unrhyw ad-daliad yn ddyledus.
RT334	Product already activated	TRANSACTION UNSUCCESSFUL Product cannot be sold twice.	CYNNIG AFLWYDDIANNUS Ni ellir gwerthu cynnyrch ddwywaith.
RT335	Refund period exceeded	TRANSACTION UNSUCCESSFUL Time limit for refund has expired.	CYNNIG AFLWYDDIANNUS Mae'n rhy hwyr ar gyfer ad-daliad.
RT336	Not enough funds	TRANSACTION UNSUCCESSFUL Not enough funds for refund.	CYNNIG AFLWYDDIANNUS Nid oes digon o arian ar gyfer ad-daliad.

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Horizon Receipt Text Code	Description	Horizon Receipt Text - English (character positions 1-42) 1 2 3 4 12345678901234567890123456789012345678901 2	Horizon Receipt Text - Welsh (character positions 1-42) 1 2 3 4 12345678901234567890123456789012345678901 2
RT337	Transaction in process	TRANSACTION UNSUCCESSFUL Please try again.	CYNNIG AFLWYDDIANNUS Rhowch gynnig arall arni.
RT338	Contact Orange etc	TRANSACTION UNSUCCESSFUL Please contact Orange Customer services on 450.	CYNNIG AFLWYDDIANNUS Cysylltwch â Gwasanaethau Cwsmer Orange ar 450.
RT339	Product already used	TRANSACTION UNSUCCESSFUL Cannot refund product which has been used.	CYNNIG AFLWYDDIANNUS Ni ellir rhoi ad-dadliad am gynnyrch a ddefnyddiwyd.

Table 5 – e-pay Horizon Error Receipt Text Definitions

Note: when issued from a Welsh office, the receipts will have Welsh and English text; when from an English office they will have only the English text.

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4.3 Shared UCB (GLB)

This section describes the outcome messages and receipt texts for Shared UCB (GLB – global) receipts and slips:

- *4.3.2 GLB UCB: Customer Session Receipt*

- *4.3.3 GLB UCB: Debit/Credit Card Payment/Refund Signature Slip – Office Copy*

- *4.3.4 GLB UCB: Debit/Credit Card Payment/Refund Declined Receipt – Customer Copy*

4.3.1 Debit/Credit Card Receipts Printed

The circumstances in which the debit and/or credit card receipts are printed are as follows:

Result	Verification	Card details on Customer Session Receipt? (section 4.3.2)	Signature Slip Office Copy? (section 4.3.3)	Declined Receipt Customer Copy? (section 4.3.4)
Approved	Chip & PIN	Yes	No	No
Approved	Magnetic swipe & signature	Yes	Yes	No
Approved	Chip and Signature	Yes	Yes	No
Approved	Chip and PIN and Signature	Yes	Yes	No
Approved	No CVM	Yes	No	No
Abandon before [R][3]	All	No	No	No
PIN pad decline	Chip & PIN	No	No	Yes
PIN pad decline	No CVM	No	No	Yes
Decline network fail	All	No	No	Yes
Card check fail	Magnetic swipe & signature	No	Yes	Yes
Signature fail	Magnetic swipe & signature	No	Yes	Yes
Signature fail	Chip & signature	No	Yes	Yes

Failed referrals and MA declines can occur at any of the fail/decline stages listed above.

Key:

MA = Merchant Acquirer.
[R] = Request. A message sent on-line from counter to client initiating a Network Banking dialogue.

---

[3] This means that the transaction is abandoned before going on line to the financial institution: transactions can be cancelled by the clerk, or by the customer pushing Cancel on the PIN pad or by removing the card.

4.3.2 GLB UCB: Customer Session Receipt and Duplicate

4.3.2.1 Description

This is the customer record of the session. It is documented in HNG-X Receipts, Slips and Labels (DES/GEN/SPE/0009)

4.3.2.2 Frequency

Ad hoc unless forced by product (e.g. a successful debit or credit card transaction).

4.3.2.3 Notes

A receipt is only available for the last completed session. (Only the receipt from the last session, whether it is a customer or back office session, can be reprinted.)

The Post Office Ltd products that are printed below the TOTAL DUE TO POST OFFICE line are defined as Method of Payment products and are controlled by Reference Data. For example, debit or credit card payments/refunds appear below this line and not as part of the transaction listing.

4.3.2.4 Sequence

Receipts and Payments in chronological order.

MoP.

4.3.2.5 Layout and Example Content

English text

```
                      1         2         3         4
             12345678901234567890123456789012345678901
       01
       02                Post Office Ltd.
       03                 Your Receipt
       04   Feltham Post Office
       05   1, The Walkway
       06   Kings Parade
       07   Middle of Town
       08   Feltham
       09   Middlesex
       10   TW1 3DD
       11
       12          VAT REG No. 243 1700 02
       13             11/02/2008  13:54
       14           SESSION :   1-6774
       15
       16
       17
       18
       19+  1mth clr pt pay
       20   13       @     9.66               125.58
       21   Postage stmp
```

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```
22   1       @    50.00                    50.00
23   US Dollar       @1.7579         USD/GBP
24   879                              500.03
25
26
27   TOTAL DUE TO POST OFFICE          675.61
28
29   Visa Debit        FROM CUSTOMER   500.03
30   Visa Debit        FROM CUSTOMER   175.58
31   BALANCE                             0.00
32
33               Payment Bureau
34   VISA DEBIT
35   Card Number: **** **** **** 0009 Issue:nnn
36   ICC
37   Auth Code:            EFT No: 010007
38   Merchant ID: rrrrrrrrrrrrrr
39   Terminal ID: tttttttt
40   Application ID: aaaaaaaaaaaaaaaa
41   From: 07/99  Expiry: 12/08  PAN Seq No: 01
42   Transaction ID: 44-901777-1-30468-6
43   Date/Time of Payment: 30/11/2008  16:18
44
45   Amount: £500.03
46
47   Your account will be debited with the
48   above amount. Cardholder PIN verified.
49   Transaction confirmed.
50
51               Payment Retail
52   VISA DEBIT
53   Card Number: **** **** **** 0009 Issue:nnn
54   ICC
55   Auth Code: cccccc      EFT No: 010007
56   Merchant ID: rrrrrrrrrrrrrr
57   Terminal ID: tttttttt
58   Application ID: aaaaaaaaaaaaaaaa
59   From: 07/99  Expiry: 12/08  PAN Seq No: 01
60   Transaction ID: 44-901777-1-30468-7
61   Date/Time of Payment: 30/11/2008  16:18
62
63   Amount: £175.58
64
65   Your account will be debited with the
66   above amount. Cardholder PIN verified.
67   Transaction confirmed.
68
69
70      Please retain for future reference
71
72
73               Thank You
74
           1         2         3         4
```

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123456789012345678901234567890123456789012

Welsh/English text

```
                  1         2         3         4
         12345678901234567890123456789012345678901 2
01                   Swyddfa'r Post Cyf.
02                    Post Office Ltd.
03                     Eich Derbynneb
04                      Your Receipt
05       Feltham Post Office
06       1, The Walkway
07       Kings Parade
08       Middle of Town
09       Feltham
10       Middlesex
11       TW1 3DD
12
13         Rhif COF.TAW/VAT REG No. 243 1700 02
14                 11/02/2008  13:54
15             SESIWN/SESSION :  1-6774
16
17
18
19
20+      1mth clr pt pay
21       13      @      9.66               125.58
22       Postage stmp
23       1       @     50.00                50.00
24       US Dollar         @1.7579      USD/GBP
25       879                            500.03
26
27
28       CYF DYLEDUS I SWYDDFA'R POST
29       TOTAL DUE TO POST OFFICE          675.61
30
31       Visa Credit      GAN Y CWSMER
32       Visa Credit      FROM CUSTOMER   500.03
33       Visa Debit       GAN Y CWSMER
34       Visa Debit       FROM CUSTOMER   175.58
35       BALANS/BALANCE                     0.00
36
37              Taliad/Payment Bureau
38       Visa
39       Rhif Cerdyn:            Cyhoeddiad:
40       Card Number: **** **** **** pppp Issue:nnn
41       wwwww/kkkkk
42       Cod Awdurdodi:      Rhif EFT:
43       Auth Code: nnnnnn      EFT No: wwww
44       ID y Masnachwr:
45       Merchant ID: rrrrrrrrrrrrrr
46       ID y Derfynell:
47       Terminal ID: tttttttt
48       ID Cais:
49       Application ID: aaaaaaaaaaaaaaaa
50       O:          Diweddu:      Rhif Cyf PAN:
51       From: MM/YY  Expiry: MM/YY  PAN Seq No: mm
```

```
52    ID y Gweithrediad:
53    Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnn
54    Dyddiad/Amser y Taliad:
55    Date/Time of Payment: 11/02/2008   13:53
56
57    Swm/Amount: £500.03
58
59    Debydir eich cyfrif gyda'r swm uchod.
60    Gwiriwyd PIN deiliad y cerdyn. Cadarnhawyd
61    y gweithrediad.
62    Your account will be debited with the
63    above amount. Cardholder PIN verified.
64    Transaction confirmed.
65
66              Taliad/Payment Retail
67    Visa
68    Rhif Cerdyn:              Cyhoeddiad:
69    Card Number: **** **** **** pppp Issue:nnn
70    wwwww/kkkkk
71    Cod Awdurdodi:      Rhif EFT:
72    Auth Code: nnnnnn      EFT No: wwww
73    ID y Masnachwr:
74    Merchant ID: rrrrrrrrrrrrrrr
75    ID y Derfynell:
76    Terminal ID: tttttttt
77    ID Cais:
78    Application ID: aaaaaaaaaaaaaaaa
79       O:       Diweddu:      Rhif Cyf PAN:
80    From: MM/YY  Expiry: MM/YY  PAN Seq No: mm
81    ID y Gweithrediad:
82    Transaction ID: nnnnnnnnnnnnnnnnnnnnnnnnnnn
83    Dyddiad/Amser y Taliad:
84    Date/Time of Payment: 11/02/2008   13:53
85
86    Swm/Amount: £175.58
87
88    Debydir eich cyfrif gyda'r swm uchod.
89    Gwiriwyd PIN deiliad y cerdyn. Cadarnhawyd
90    y gweithrediad.
91    Your account will be debited with the
92    above amount. Cardholder PIN verified.
93    Transaction confirmed.
94
95    vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
96    vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
97    vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
98    vvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvvv
99
100   fffffffffffffffffffffffffffffffffffffff
101   fffffffffffffffffffffffffffffffffffffff
102
103     Cadwch i gyfeirio ati, os gwelwch yn dda
104       Please retain for future reference
105
```

```
106   ┌─────────────────────────────────────────┐
107   │              Diolch Yn Fawr              │
108   │                Thank You                 │
109   │                                          │
      └─────────────────────────────────────────┘
              1         2         3         4
      123456789012345678901234567890123456789012
```

The data shown in the examples is illustrative only – the exact text can change, and so differ from that in the examples.

4.3.2.6   Definition (English & Welsh/English)

Field Name	English		Welsh/English		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Welsh Header	01	-			-	Blank.
			01	13-31	19	'Swyddfa'r Post Cyf.'.
English Header	02	14-29	02	14-29	16	'Post Office Ltd.'
Welsh Text	-	-			-	Suppressed.
			03	15-28	14	'Eich Derbynneb'.
English Text	03	16-27	04	16-27	12	'Your Receipt'.
Office Name	04	01-30	05	01-30	30	Branch name, up to 30 characters.
Address 1,2,3,4,5	05-09	01-40	06-10	01-40	40	Branch address: a variable number of lines up to a maximum of five.
Postcode	10	01-08	11	01-08	8	Branch postcode: *pppp ppp*
Date	13	13-29	14	13-29	17	Date and time: *dd/mm/yyyy hh:mm*
Session ID	14	21-29	15	27-35	09	Session ID.
Message	17	01-42			42	Blank or 'R E V E R S A L' or 'DISCONNECTED SESSION' or 'RECOVERY SUCCESSFUL' or 'RECOVERY FAILED' (centred).
			18	01-42	42	Blank or 'D I R Y M U / R E V E R S A L' or 'DISCONNECTED SESSION' or 'RECOVERY SUCCESSFUL' or 'RECOVERY FAILED' (centred).
Recovery Code:	18	01-42	19	01-42	22	For 'DISCONNECTED SESSION' only. Recovery Code: *nnnnnnn* (centred). Otherwise blank.
Non-MoP Product:						Repeated as necessary. All transactions in chronological order or entry (whether Bureau or non-Bureau)
Non-BdeC product:						Only present if applicable.
Product	19	01-16	20	01-16	16	Product Receipt Name
Additional data	19	21-42	20	21-42	22	E.g. Girobank account number

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Qty	20	01-05	21	01-05	5	Occupies additional lines as necessary.
Unit Price	20	10-18	21	10-18	9	
Value	20	29-40	21	29-40	12	
BdeC product:						Only present if applicable.
Product	23	01-16	26	01-16	16	
Rate	23	19-30	26	19-30	12	
Currency code	23	32-34	26	32-34	3	At most, 4 decimal places.
Currency code	23	36-38	26	36-38	3	Changed currency.
Qty	24	01-15	27	01-15	15	Local currency.
Value	24	29-40	27	29-40	12	Negative for a buy transaction.
Commission	25	29-40	28	29-40	12	Negative for a buy transaction. If zero, whole line is omitted.
Non-MoP Detail:						
Non-MoP Session Effect (Welsh)	-	-	28	01-26	26	'CYF DYLEDUS I SWYDDFA'R POST' or 'CYF DYLEDUS I'R CWSMER'.
Non-MoP Session Effect (English)	27	01-26	28	01-26	26	'TOTAL DUE TO POST OFFICE' or 'TOTAL DUE TO CUSTOMER'.
Non-MoP Value	27	29-40	29	29-40	12	
MoP Detail:						Repeated as necessary.
MoP Name (Welsh)	-	-	31	01-16	16	E.g. 'Siec'
MoP Name (English)	29	01-16	32	01-16	16	E.g. 'Cheque'.
MoP Session Effect (Welsh)	-	-	31	18-30	13	'GAN Y CWSMER' or I'R CWSMER'.
MoP Session Effect (English)	29	18-30	32	18-30	13	'FROM CUSTOMER' or 'TO CUSTOMER'.
MoP Value	29	32-40	32	32-40	9	Amount: • For not more than 99999.99.
	29+1	29-40	32+1	29-40	12	• For more than 99999.99
MoP Detail:						Repeated as necessary.
MoP Name (Welsh)	-	-	33	01-16	16	E.g. 'Siec'
MoP Name (English)	30	01-16	34	01-16	16	E.g. 'Cheque'.
MoP Session Effect (Welsh)	-	-	33	18-30	13	'GAN Y CWSMER' or I'R CWSMER'.
MoP Session Effect (English)	30	18-30	34	18-30	13	'FROM CUSTOMER' or 'TO CUSTOMER'.
MoP Value	30	32-40	34	32-40	9	Amount: • For not more than 99999.99.
	30+1	29-40	34+1	29-40	12	• For more than 99999.99
Debit/Credit Card Details	52-67		67-93			Only present for a successful card payment/refund.

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						(see next section)
Welsh Footer	72	-				Blank.
			107	14-27	14	'Diolch yn Fawr'.
English Footer	73	16-24	108	16-24	9	'Thank You'.

4.3.2.6.1 Debit/Credit Card Details (only present for a successful card payment/refund)

Field Name	English		Welsh/English		Length	Contents
	Line No.	Char Posns	Line No.	Char Posns		
Title	33	01-42			42	'Payment Bureau', 'Payment Retail', 'Refund Bureau' or 'Refund Retail'
			37	01-42	42	'Taliad/Payment Bureau', 'Taliad/Payment Retail', 'Ad-daliad/Refund Bureau', or 'Ad-daliad/Refund Retail'
Issuer Scheme name (*jjj*...)	34	01-30	38	01-30	30	Obtained as follows: • For PIN pad, from the application label from the chip • For magnetic stripe read, from reference data
Card Number	35	14-32	40	14-32	19	Obscured PAN (only last four digits shown (*pppp*), remaining digits replaced by asterisks): formatted with spaces if a 16-digit PAN, unformatted if any other length.
Issue Number (*iii*)	35	40-42	40	40-42	3	Obtained from card: not always present
Entry indicator (*kkk*...) English	36	01-03 01-06 01-05	-	-	3 6 5	'ICC'=chip read 'swiped'=magnetic stripe read 'keyed'=manual entry
(*www*.../*kkk*...) Welsh/English			41	01-07 01-16 01-16	7 16 16	'ICC/ICC'=chip read 'sweipiwyd/swiped'=magnetic stripe read 'bysellwyd/keyed'=manual entry
Auth Code	37	12-17	43	12-17	6	Authorisation code (*ccc*...) from Financial Institution
EFT Number	37	32-35	43	32-35	4	Electronic Funds Transfer Sequence Number (*eeee*) assigned by counter and sent in [R] message to MA.
Merchant ID	38	14-21	45	14-21	8	Merchant identifier (*rrr*...)
Terminal ID	39	14-21	47	14-21	8	Terminal identifier (*ttt*...)
Application ID	40	17-32	49	17-32	16	Obtained as follows: • For PIN pad, from the application label from the chip • For magnetic stripe read, from track 2 data
From Date	41	07-11	51	07-11	5	
Expiry Date	41	22-26	51	22-26	5	
PAN Sequence Number (*ss*)	41	41-42	51	41-42	2	

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Transaction ID	42	17-42	53	17-42	26	Unique system-generated transaction identifier (*nnn*…).
Date/Time of *txntype*	-	-	55			Welsh translation of the following line's fieldname: For a payment:
				01-22	22	'Dyddiad/Amser y Taliad' For a refund:
				01-26	26	'Dyddiad/Amser yr Ad-daliad'
	43		55			For a payment:
		14-20		14-20	7	*txntype*= 'Payment'
		23-39		23-39	17	Date and time of payment For a refund:
		14-19		14-19	6	*txntype*= 'Refund'
		22-38		22-38	17	Date and time of refund
Amount	45	09-17	57	13-21	9	7-digit amount in the format £*99999.99* for the requested transaction value.
Outcome message	47-54	01-42	59-66	01-42	42	Transaction outcome message (*uuu*… up to 8 lines), suppressed if blank. Note that this is the maximum number of lines available for the message, whether it consists of English or Welsh/English text.
Details for second card payment	52-67		67-93	01-30	30	Details for another card payment, if required. Items displayed as for lines 29-54 (English) and lines 38-64 (Welsh)
Free text footer		01-40		01-40	40	Free text (*fff*…, up to 2 lines) if provided, or suppressed.
'Retain' Footer	69	-				Blank.
			103	02-41		'Cadwch i gyfeirio ati, os gwelch yn dda'
	70	05-38	104	05-38	34	'Please retain for future reference'

4.3.2.7 Receipt Outcome Messages

The message printed in the 'Outcome message' field of the card details section of the customer session receipt is dependent on a number of circumstances, as shown in the following table.

The Message references relate to entries in the table in Section 4.3.2.8 that define the text of each message.

Authorisation Status	Outcome		Message Ref.
Authorised OK	Payment authorised by MA and ...	signature matched by clerk	RT200
		verified by PIN pad	RT201
		verified by PIN pad and signature matched by clerk	RT206
		no cardholder verification performed	RT204
	Refund authorised by MA and ...	signature matched by clerk	RT202
		verified by PIN pad	RT203
		verified by PIN pad and signature matched by clerk	RT207
		no cardholder verification performed	RT205

Key:
MA = Merchant Acquirer

4.3.2.8 Outcome Message Text

The text of the outcome message printed is as follows (word wrap as shown):

Mess. Ref.	Message Text – English	Message Text - Welsh/English
RT200	Your account will be debited with the above amount. Cardholder signature. Transaction confirmed.	Debydir eich cyfrif gyda'r swm uchod. Llofnod deiliad y cerdyn. Cadarnhawyd y gweithrediad. Your account will be debited with the above amount. Cardholder signature. Transaction confirmed.
RT201	Your account will be debited with the above amount. Cardholder PIN verified. Transaction confirmed.	Debydir eich cyfrif gyda'r swm uchod. Gwiriwyd PIN deiliad y cerdyn. Cadarnhawyd y gweithrediad. Your account will be debited with the above amount. Cardholder PIN verified. Transaction confirmed.
RT202	Your account will be credited with the above amount. Cardholder signature. Transaction confirmed.	Credydir eich cyfrif gyda'r swm uchod. Llofnod deiliad y cerdyn. Cadarnhawyd y gweithrediad. Your account will be credited with the above amount. Cardholder signature. Transaction confirmed.

RT203	Your account will be credited with the above amount. Cardholder PIN verified. Transaction confirmed.	Credydir eich cyfrif gyda'r swm uchod. Gwiriwyd PIN deiliad y cerdyn. Cadarnhawyd y gweithrediad. Your account will be credited with the above amount. Cardholder PIN verified. Transaction confirmed.
RT204[4]	Your account will be debited with the above amount. Transaction confirmed. **No cardholder verification.**	Debydir eich cyfrif gyda'r swm uchod. Cadarnhawyd y gweithrediad. Dim gwiriad deiliad cerdyn. Your account will be debited with the above amount. Transaction confirmed. No cardholder verification.
RT205	Your account will be credited with the above amount. Transaction confirmed. **No cardholder verification.**	Credydir eich cyfrif gyda'r swm uchod. Cadarnhawyd y gweithrediad. Dim gwiriad deiliad cerdyn. Your account will be credited with the above amount. Transaction confirmed. No cardholder verification.
RT206	Your account will be debited with the above amount. Cardholder PIN verified. Cardholder signature. Transaction confirmed.	Debydir eich cyfrif gyda'r swm uchod. Gwiriwyd PIN deiliad y cerdyn. Llofnod deiliad y cerdyn. Cadarnhawyd y gweithrediad. Your account will be debited with the above amount. Cardholder PIN verified. Cardholder signature. Transaction confirmed.
RT207	Your account will be credited with the above amount. Cardholder PIN verified. Cardholder signature. Transaction confirmed.	Credydir eich cyfrif gyda'r swm uchod. Gwiriwyd PIN deiliad y cerdyn. Llofnod deiliad y cerdyn. Cadarnhawyd y gweithrediad. Your account will be credited with the above amount. Cardholder PIN verified. Cardholder signature. Transaction confirmed.

Table 6 – Customer Session Receipt and Duplicate: Successful Outcome Message Text

---

[4] Receipt text for messages RT204 / RT205 for NO CVM changed to include "No cardholder verification."

4.3.3   GLB UCB: Debit/Credit Card Payment/Refund Signature Slip – Office Copy

4.3.3.1   Description

This is to obtain the customer's signature for verification in a debit or credit card payment/refund request. The signature slip is retained in the office.

4.3.3.1.1   PIN verification message

The text of the verification message printed is as follows (word wrap as shown):

Mess. Ref.	Message Text - English	Message Text - Welsh/English
RT150	Cardholder PIN verified.	Gwiriwyd PIN deiliad y cerdyn. Cardholder PIN verified.

4.3.4 GLB UCB: Debit/Credit Card Payment/Refund Declined Receipt – Customer Copy

4.3.4.1 Description

This is the customer receipt for a declined debit and credit card payment/refund transaction.

(For a successful debit or credit card payment/refund transaction, a customer session receipt is printed (see section 4.3.2).)

4.3.4.2 Receipt Outcome Messages

The message printed in the Outcome message field of the customer 'declined' receipt is dependent on a number of circumstances, as shown in the following table.

The Message Refs relate to entries in the Table 7 that define the text of each message.

Authorisation Status	Outcome	Message Ref.
Authorised OK	Declined by clerk – no customer signature	RT101
	Declined by clerk – signature fail	RT115
	Declined – authorised amount differs from requested amount	RT113
	Declined by PIN pad - card error or customer cancel °	RT118
Card Check Failure by clerk+	Declined	RT116
Declined – Impound Card	Clerk confirms that the card has been retained	RT102
	Clerk confirms that the card has not been retained	RT103
Declined – Other	MA declined	RT104
Failed by Debit Card agent	System/network failure	RT110/114
Failed by/at Counter (timeouts)	System/network failure	RT111
Failed by/at Counter (other)	System/network failure	RT112/117
Declined – Referral failed	MA declined	RT105

Key:

° = Only applicable to chip cards processed in the PIN pad reader.
+ = Only applicable to permissible magnetic stripe reader transactions
MA = Merchant Acquirer

4.3.4.2.1 Outcome Message Text

The text of the outcome message printed is as follows (word wrap as shown):

Mess. Ref.	Message Text – English	Message Text – Welsh/English
RT101, RT113, RT115, RT116	`*** CANCELLED ***`	`*** DIDDYMWYD/CANCELLED ***`

RT102	`*** CANCELLED ***`
	`The card has been retained.`
	`You may wish to contact the card issuer.`
		`*** DIDDYMWYD/CANCELLED ***`
		`Cafodd y cerdyn ei gadw.`
		`Efallai yr hoffech gysylltu â dyroddwr`
		`y cerdyn.`
		`The card has been retained.`
		`You may wish to contact the card issuer.`

RT103	`*** CANCELLED ***`
	`The card has been returned.`
	`You may wish to contact the card issuer.`
		`*** DIDDYMWYD/CANCELLED ***`
		`Cafodd y cerdyn ei ddychwelyd.`
		`Efallai yr hoffech gysylltu â dyroddwr`
		`y cerdyn.`
		`The card has been returned.`
		`You may wish to contact the card issuer.`

RT104	`*** CANCELLED ***`
	`You may wish to contact the card issuer.`
		`*** DIDDYMWYD/CANCELLED ***`
		`Efallai yr hoffech gysylltu â dyroddwr`
		`y cerdyn.`
		`You may wish to contact the card issuer.`

RT105	`*** CANCELLED ***`
	`You may wish to contact the card issuer.`
		`*** DIDDYMWYD/CANCELLED ***`
		`Efallai yr hoffech gysylltu â dyroddwr`
		`y cerdyn.`
		`You may wish to contact the card issuer.`

RT110, RT111, RT112, RT114 RT117	`*** CANCELLED ***`
	`Unable to complete the transaction.`
	`Sorry for any inconvenience caused.`
		`*** DIDDYMWYD/CANCELLED ***`
		`Yn methu cwblhau'r gweithrediad.`
		`Ymddiheurwn am unrhyw drafferth.`
		`Unable to complete the transaction.`
		`Sorry for any inconvenience caused.`

RT118	`*** CANCELLED ***`
	`The transaction has been declined by the customer's card.`
		`*** DIDDYMWYD/CANCELLED ***`
		`Gwrthodwyd y gweithrediad gan gerdyn y`
		`cwsmer.`
		`The transaction has been declined by the`
		`customer's card.`

Table 7 – Debit/Credit Card Payment/Refund Declined: Outcome Message Text

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