

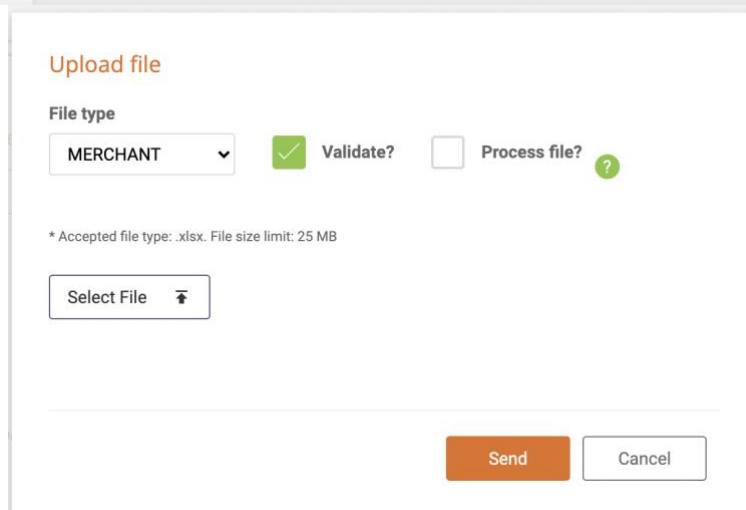
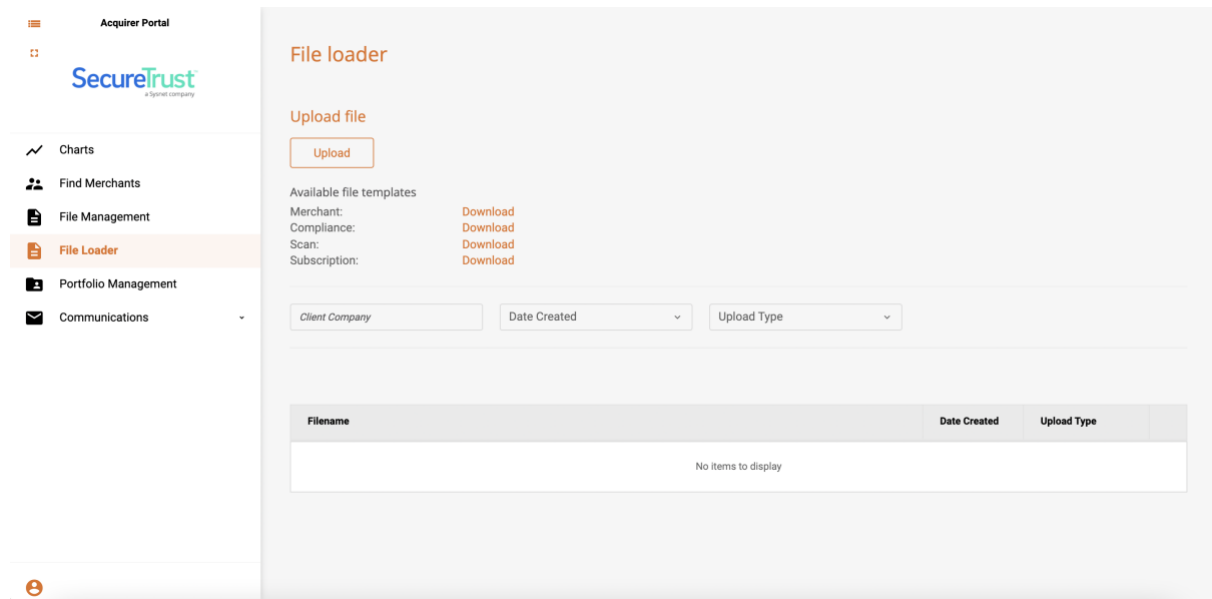
Merchant loader file (xlsx)

Merchant

The excel file loader process allows you to perform various actions on a merchant's mid or account with a single or bulk operation. Using this file you can:

- **I**nsert a new merchant either on its own or into a group
- **U**psert existing merchant information
- **C**lose a mid
- **D**elete a mid
- **R**e**O**pen a closed mid
- **C**hange the **P**rimary merchant account for a mid
- **S**plit groups of merchants
- **M**ove the merchant from one sponsor/sub-client to another
- **S**end **I**nitial **C**ommunications

Once the file has been populated and saved. Navigate to the 'File Loader' screen on the portal, click the 'Upload' button, choose 'Merchant' as the file type, select your file and send it.



You can choose to validate the file ahead of processing, in which case any common errors with the data and the file headings will be identified ahead of processing so that you can rectify them ahead of time.

If the file contains less than 1500 records you can choose to process the file as soon as it has been submitted. Just tick the 'Process file?' box.

If this box is not ticked or the file has more than 1500 records in it, then the file will be processed during the system overnight process which generally starts at 00:10 each night.

Once processed, a response file will be produced. The client can view high level processing figures in the UI itself where they can see how many records processed, number of inserts, updates and failures. They can examine the exact response from the system for failures in the response files.

The below table defines each of the available fields in the file and the possible values that should be provided.

The header row should always be provided.

The file should include only 1 sheet with data in it.

Each row in the file should represent an action for an individual MID.

The order in which data appears in the file is important.

The client code is case sensitive and should match the format of the value provided to you upon sub-client creation and in reports. As standard, all client codes are upper case (e.g. STURSTUSA).

Field Name	Description	Old SecureTrust equivalent label
action	<p>The code used to identify what action is required for the record</p> <p>Request Types:</p> <ul style="list-style-type: none"> • I (Insert) • U (Update) • C (Close) • O (Open) • D (Delete) • P (Reporting Point) • S (Split) • M (Move sub-client) • IC (Send Initial Comms) 	RequestType

clientCode	Client code: unique identifier for each sub-client: this code is used on the merchant loader file to load merchants into a sub-client group. The value is case sensitive and needs to match the value provided to you upon sub-client creation. As standard all client codes are upper case (e.g. STRUSTUSA).	SponsorCode Previously provided values were a mix of upper and lower case
accountID	The merchant account number or unique identifier for this merchant, known to the merchant	MerchantID
accountName	Company Name (Legal): Account (Legal) Name or Merchant Name supplied by client	CompanyName
tradingAsName	Trading name (DBA Name): this is the name used by the merchant when doing business	New
addressLine1	Merchant Location Address Line 1 (NOTE: Street 1 of mailing address)	StreetAddress
addressLine2	Merchant Location Address Line 2 (NOTE: Street 2 of mailing address, Suite #, Building #, Floor #, Mail Stop, etc.)	City
addressLine3	Merchant Location Address Line 3 (NOTE: CITY)	StateProvince
addressLine4	Merchant Location Address Line 4 (NOTE: STATE Code-US)	PostalCode
addressLine5	Merchant Location Address Line 5 (NOTE: Postal Code)	New
countryCode	Two Character International Country Code (e.g. CA, US, GB, IE, DE, PL)	Country Now 2 two character ISO
phone	Phone number associated with the merchant's account	PHONE No longer metadata field
contactName	Contact Name associated with the account	New Combined PrimaryPOCFirstName & PrimaryPOCLastName

emailAddress	Email address of the merchant	Email
reportingPoint	The accountID of the account nominated to complete a single profile, SAQ and attestation on behalf of a group of merchants. Leave blank if merchant reports itself.	New
mcc	MCC Code	MCC No longer metadata field
pciLevel	Used to provide a merchant's pci level. Possible Values: 1,2,3,4. Default is 4 where no pci level is provided	PCILEVEL No longer metadata field
eCommerce	Indicates if the merchant is an e-commerce merchant Fed from client back-end Possible Values: True = Merchant is e-commerce as per client source data False = Merchant is not e-commerce as per client source data	New
dateClientAcOpened	Date the account was opened as per client back-end (if applicable). If no value is supplied in the merchant loader File then this date will equal the date the merchant record was opened in SysnetAIR	New
dateClientAcClosed	Date of account closed as per client back-end (if applicable). If no value is supplied in the merchant loader File then this date will equal the date the merchant record was closed in SysnetAIR	New

day1	1st of month following boarding date (day0) unless manually set by client. This field is the trigger date for chase path communications	New
clientRank	1 - 5. Client can rank the importance of the customer for their own MI	New
accountDataCompromise	True/False if merchant has been subject to an account data compromise. Where this is TRUE, the PCI Level for the merchant will be 1. Possible Values; TRUE, FALSE	ADC No longer metadata field
customerNumber	An identifier used by an external system to identify a merchant account.	New ExternalMID
transactionCountF2FVisa	Count of F2F transactions (Visa) Provided by the client in file feed Value is numeric	New
transactionCountMOTOVisa	Count of MOTO transactions (Visa) Provided by the client in file feed Value is numeric	New
transactionCountEcommerceVisa	Count of e-commerce transactions (Visa) Provided by the client in file feed Value is numeric	New
transactionCountNonEcommerceVisa	Count of non e-commerce transactions (Visa) Provided by the client in file feed Value is numeric	New

transactionCountEmvVisa	Count of EMV transactions(Visa) Provided by the client in file feed Value is numeric	New
transactionCountF2FMastercard	Count of F2F transactions (Mastercard) Provided by the client in file feed Value is numeric	New
transactionCountMOTOMastercard	Count of MOTO transactions (Mastercard) Provided by the client in file feed Value is numeric	New
transactionCountEcommerceMastercard	Count of e-commerce transactions (Mastercard) Provided by the client in file feed Value is numeric	New
transactionCountNonEcommerceMastercard	Count of non e-commerce transactions (Mastercard) Provided by the client in file feed Value is numeric	New
transactionCountEmvMastercard	Count of EMV transactions (Mastercard) Provided by the client in file feed Value is numeric	New

transactionCountF2FDiscover	Count of F2F transactions (Discover) Provided by the client in file feed Value is numeric	New
transactionCountMOTODiscover	Count of MOTO transactions (Discover) Provided by the client in file feed Value is numeric	New
transactionCountEcommerceDiscover	Count of e-commerce transactions (Discover) Provided by the client in file feed Value is numeric	New
transactionCountNonEcommerceDiscover	Count of non e-commerce transactions (Discover) Provided by the client in file feed Value is numeric	New
transactionCountEmvDiscover	Count of EMV transactions (Discover) Provided by the client in file feed Value is numeric	New
transactionCountF2FAmex	Count of F2F transactions (Amex) Provided by the client in file feed Value is numeric	New

transactionCountMOTOAmex	<p>Count of MOTO transactions (Amex)</p> <p>Provided by the client in file feed</p> <p>Value is numeric</p>	New
transactionCountEcommerceAmex	<p>Count of e-commerce transactions (Amex)</p> <p>Provided by the client in file feed</p> <p>Value is numeric</p>	New
transactionCountNonEcommerceAmex	<p>Count of non e-commerce transactions (Amex)</p> <p>Provided by the client in file feed</p> <p>Value is numeric</p>	New
transactionCountEmvAmex	<p>Count of EMV transactions (Amex)</p> <p>Provided by the client in file feed</p> <p>Value is numeric</p>	New
suppressOtherCommunications	<p>Suppress all other communications (e.g. successful attestation comms etc). By default, comms are not suppressed, and if blank comms are not suppressed.</p> <p>Possible values:</p> <p>True = Suppress</p> <p>False = Do not suppress</p>	New

suppressCPCcommunications	<p>Suppress chase path communications (e.g. reminder to attest). By default, comms are not suppressed, and if blank comms are not suppressed.</p> <p>Possible values:</p> <p>True = Suppress</p> <p>False = Do not suppress</p>	New
suppressTaskComms	<p>Suppress monthly task communications. By default, comms are not suppressed, and if blank comms are not suppressed.</p> <p>Possible Values:</p> <p>True = Suppress</p> <p>False = Do not suppress</p>	New
username	Client can set the initial username for the merchant	New
password	Client can set the initial password for the merchant	New
discoverMerchantID	<p>Merchant Discover Id is used to identify merchants to appear on the Discover scheme return.</p> <p>If blank, the account will not appear on the Discover scheme report</p>	New
locale	<p>The language indicator for the merchant if part of service offering</p> <p>This is used to ensure comms are generated in the correct locale for a merchant</p>	<p>EmailLanguage</p> <p>New codes required for standard ISO (e.g. fr_CA = French Canadian, fr_FR = French, es_US = Latin Spanish etc). Full codes below</p>

<p>customField0</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>customField1</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>customField2</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>

<p>customField3</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>customField4</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>customField5</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>

<p>customField6</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>customField7</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>customField8</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>

<p>customField9</p>	<p>This is a free format field that can be used by clients to add other information regarding a merchant account for internal purposes</p> <p>This isn't used to impact product logic, but used for reporting purposes as this is output on the daily "Generic Merchant Status File"</p> <p>Custom Fields cannot be renamed</p>	<p>New Metadata fields for passing custom information through the portal</p>
<p>generateInitialCommunication</p>	<p>Flag to generate the initial communication</p> <p>Possible values:</p> <p>True = Welcome communications, such as username and password emails should be generated</p> <p>False = Welcome communications, such as username and password emails should not be generated</p> <p>"Initial Communications" refer to Sysnet product welcome comms – Username</p>	<p>SendEmail</p>
<p>newClientCode</p>	<p>The client code as provided to you by Sysnet for the merchant to be moved to</p>	<p>New</p>

<p>suppressedReportTypes</p>	<p>Used to exclude accounts from scheme returns. Input name(s) of scheme reports that account should be excluded from, separated by commas.</p> <p>Possible Values; VisaEU, VisaUSA, VisaAP, VisaJap, VisaSing, VisaHong, VisaInd, VisaAUS, VisaCA, MastercardMain, MastercardEU, MastercardUS, MastercardCA, Discover.</p> <p>On an update action, this field can never be blank, so where an account should appear on all scheme reports, NONE can be entered and the update action will process.</p>	<p>New</p>
<p>mastercardStatus</p>	<p>Used to populate scheme returns</p> <p>Possible values are;</p> <p>ADC Reclassified Closed New Existing</p>	<p>New</p>
<p>dateClientAcReclassified</p>	<p>Used to populate scheme returns and the summary screen. Date the merchant was reclassified</p>	<p>New</p>
<p>acquirerICANumber</p>	<p>Acquirer ICA number as per the Mastercard scheme return. Used to populate the report</p>	<p>New</p>
<p>saqAExemption</p>	<p>This allows clients to define a merchant as exempt from completing the compliance process as they are SAQ type A and will be counted as compliant on the relevant scheme reports. Possible values are; TRUE/ FALSE and FALSE will be the default value where this is left blank</p>	<p>New</p>

pciValidationExemption	This allows clients to define a merchant as PCI Validation Exempt in order to populate the PCI Validation Exemption tab on the Mastercard scheme report. Possible values are; TRUE/ FALSE and FALSE will be the default value where this is left blank	New
tipProgramme	This allows clients to define a merchant's TIP eligibility if applicable. Possible values are; EMVONLY, P2PEONLY, EMVANDP2PE, NONE NONE will be the default value where this is left blank	New
unionPayPCIlevel	UnionPay is a new scheme report added to the suite of scheme reports available in the product. The PCI Levels used by Union Pay are different, so this is to allow clients to define the UnionPay PCI Level so that merchants are populated on the correct tabs on this report. Where this is blank and the UnionPay report is enabled we will use the value provided in pciLevel above by default	New
relationshipManager	Relationship Manager for the account	New
channel	Channel details for the account	New
posEquipment	POS Equipment for the account	New

Locales

Language	Previous Value	New Value
English (US)	en_US	en_US
English (US)	en	en_US
Spanish (EU)	es	es_EU
Japanese	jp	ja_JP
Portuguese	pt	pt_BR

Chinese (Simplified)	zh_CN	zh_CN
French	fr	fr_FR
French Canadian	fr_CA	fr_CA
German	de	de_DE
Dutch	nl	nl_NL
Norwegian	no	no_NO
Polish	pl	pl_PL
Swedish	sv	sv_SE
Danish	da	da_DK
English (UK)	en_GB	en_GB
Finnish	fi	fi_FI
Chinese (Traditional)	zh_TW	zh_TW
Icelandic	is	is_IS
Greek	el	el_GR
Korean	ko	ko_KR

Deprecated fields

- Metadata – custom metadata fields should now use customFieldx fields for passing custom data through the portal. There are 10 available for use today to be assigned how you like it to. This allows us to better maintain our database schema and storage.
- MerchantType – We no longer support dedicated field for merchant type. If required, use custom field and discuss any requirement for this to influence SAQ type determination and SAQ stencil with your alliance manager.
- ICD – We no longer maintain grace period dates within our data set. You can use a custom field for this operation.
- ProductList – We no longer support dedicated field for product list mapping. If required, use custom field and discuss any requirement for this to influence SAQ type determination and SAQ stencil with your alliance manager.

Rules

- To insert a mid to a group, the primary mid for that group must exist first, therefore it must either already exist on the portal or exist ahead of the mid you want to insert into it in the file. Then tag the 'reportingPoint' field in the excel document with the primary mid for that account. See examples below

- Country code is a required field
- Sponsor/sub-client code must be provided with every instruction.
- When closing an entire account, close the child mids ahead of the primary mid
- When reopening an account, open the primary mid ahead of the child mids
- When moving a group of merchants from one sub-client to another, only provide the primary mid for that group
- You cannot change the primary mid of another primary mid to another primary mid unless the mid has no other affiliated mids in the group

Examples

Insert MID

Insert a single mid

action	clientCode	accountID	accountName	countryCode	reportingPoint
I	YOURBANK	MID12345	Merchant company name	US	

Insert group of mids

action	clientCode	accountID	accountName	countryCode	reportingPoint
I	YOURBANK	MID2345	Merchant company name	US	
I	YOURBANK	MID23452	Merchant company name	US	MID2345
I	YOURBANK	MID23453	Merchant company name	US	MID2345

Insert mid into existing group

action	clientCode	accountID	accountName	countryCode	reportingPoint
I	YOURBANK	MID23454	Merchant company name	US	MID2345

Update MID

Update addressLine 1 for mid

action	clientCode	accountID	addressLine1
U	YOURBANK	MID23454	New address line 1 text

Close MID

Close a single mid

action	clientCode	accountID
C	YOURBANK	MID12345

Close a group of mids

action	clientCode	accountID
C	YOURBANK	MID23454
C	YOURBANK	MID23453
C	YOURBANK	MID23452
C	YOURBANK	MID2345

Reopen MID

Close a single mid

action	clientCode	accountID
O	YOURBANK	MID12345

Close a group of mids

action	clientCode	accountID
O	YOURBANK	MID2345
O	YOURBANK	MID23453
O	YOURBANK	MID23452
O	YOURBANK	MID23454

Change primary merchant of MID from one group to another

Move a single existing primary mid into an existing group

action	clientCode	accountID	reportingPoint
P	YOURBANK	MID12345	MID2345

Move a mid from a group to a new group

action	clientCode	accountID	reportingPoint
P	YOURBANK	MID8888	MID2345

Split a mid from a group to report on its own

action	clientCode	accountID
S	YOURBANK	MID23453

Change sponsor for a group of mids

action	clientCode	accountID	newClientCode
M	YOURBANK	MID2345	YOURBANK2

		I (Insert Account)	U (Update Account)	C (Close Account)	O (Open Account)	D (Delete Account)	P (Change Reporting Point)	S (Split Reporting Point)	M (Change Attestation Point Sub Client)	IC (Send Initial Communications)
action	The code used to identify what action is required for the record	Insert new record This is applied to all merchant records for initial boarding into SysnetAir.	Update an existing record Used to update a merchant record e.g. update address, PCI Level, contact name etc. full address information is required if submitting an instruction to update the address (partial addresses cannot be updated)	Close an existing record To change the merchant's status to closed in the programme.	Open an existing record To reopen a previously closed record in the programme.	Delete a Merchant record Used to delete a merchant record completely.	Change a reporting point Used to change the reporting point of a merchant to itself as part of a group or another parent of a group	Split a reporting point To split a reporting point for an entity into multiple reporting points	Move the MID from one sub-client to another	Send Initial Communications
clientCode	The client code as provided to you by Sysnet	Required	Required	Required	Required	Required	Required	Required	Required	Required
accountID	The merchant account number or unique identifier for this merchant, known to the merchant	Required	Required	Required	Required	Required	Required	Required	Required	Required
accountName	Company name	Required	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
tradingAsName	Company trading name	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
addressLine1	Merchant Location Address Line 1 (NOTE: Street 1 of mailing address)	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
addressLine2	Merchant Location Address Line 2 (NOTE: Street 2 of mailing address, Suite #, Building #, Floor #, Mail Stop, etc.)	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
addressLine3	Merchant Location Address Line 3 (NOTE: CITY)	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
addressLine4	Merchant Location Address Line 4 (NOTE: STATE Code-US)	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
addressLine5	Merchant Location Address Line 5 (NOTE: Postal Code)	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
countryCode	2 character country code	Required	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
phone	Phone number associated with the merchant's account	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
contactName	Contact Name associated with the account	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
emailAddress	Email address of the merchant	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
reportingPoint	The accountID of the account nominated to complete a single profile, SAQ and attestation on behalf of a group of merchants. Leave blank if merchant reports itself	Optional	Not Available	Not Available	Not Available	Not Available	Required	Not Available	Not Available	Not Available
mcc	MCC Code	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
pciLevel	Used to provide a merchant's pci level. Possible Values; 1,2,3,4. Default is 4 where no pci level is provided	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
eCommerce	True/False if this account processes e-commerce transactions	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
dateClientAcOpened	Date the account was opened with the acquirer	Optional	Optional	Optional	Optional	Not Available	Not Available	Not Available	Not Available	Not Available

Compliance History Upload

If you wish to bulk upload historical compliance status data on behalf of a merchant you can do so using the compliance excel upload file.

The below table defines each of the available fields in the file and the possible values that should be provided.

The header row should always be provided.

The file should include only 1 sheet with data in it.

Each row in the file should represent a merchant account. You need only include the primary merchant for the group in the case you wish to update the status of a group.

You can include multiple historical records for the same merchant if you desire.

This feature assumes you are only uploading compliant records, although you can upload records that have since expired.

The order in which data appears in the file is not important.

Field Name	Description
clientCode	Client code: unique identifier for each sub-client: this code is used on the merchant loader file to load merchants into a sub-client group
account	The merchant account number or unique identifier for this merchant, known to the merchant
companyName	Company Name (Legal): Account (Legal) Name or Merchant Name supplied by client
effectiveDate	The date of the SAQ attestation. Format: YYYY-MM-DD
pciDssVersion	The PCI DSS version the SAQ attestation was completed as. Possible values: 3.0 3.1 3.2 3.2.1
saqType	The SAQ type for the assessment. Possible values (case sensitive): A P2PE B B-IP C-vt A-EP C D D-SP ROC
isScanRequired	A flag saying if a merchant is required to perform a regular scan Possible values: TRUE FALSE
qsa	The name of the Qualified Security Assessor assigned to a merchant account

Scan History Upload

If you wish to bulk upload historical scan status data on behalf of a merchant you can do so using the compliance excel upload file.

The below table defines each of the available fields in the file and the possible values that should be provided.

The header row should always be provided.

The file should include only 1 sheet with data in it.

Each row in the file should represent a merchant account. You need only include the primary merchant for the group in the case you wish to update the status of a group.

You can include multiple historical records for the same merchant if you desire.

The order in which data appears in the file is not important.

Field Name	Description
clientCode	Client code: unique identifier for each sub-client: this code is used on the merchant loader file to load merchants into a sub-client group
account	The merchant account number or unique identifier for this merchant, known to the merchant
companyName	Company Name (Legal): Account (Legal) Name or Merchant Name supplied by client
effectiveDate	The date of the scan run date for the attested scan result. Format: YYYY-MM-DD
asv	The name of the Approved Scanning Vendor who performed the external vulnerability scan.
scanResult	The result of the scan. Possible values: PASS FAIL

Portfolio Merchant Upload

When bulk adding merchants to a portfolio you need only to include a single sheet with the list of mids you wish to add to the portfolio in the first column. No column headers are required.

Subscription Upload

For subscribing/enrolling merchants in programmes that contain product bundles and services. This will be shown to you in more detail as it applies.