



# Electronic Statement

## FAQ – Frequently Asked Questions

Version 15 – jun/2023



# FAQ ELECTRONIC STATEMENT V15

Welcome to our FAQ! Here you will find answers to the most common questions about Cielo electronic statements. Our goal is to provide clear and helpful information to assist you in better understanding the operation and use of this service, as well as address any doubts you may have.

## Instructions for use:

To find the answers you need, you can browse through the different categories of questions or use the search tool to look for specific keywords. You can also scroll through the list of questions sequentially if you prefer.

### I. What are the electronic statements?

The Electronic Statement is a service provided by Cielo to customers who require automation in the reconciliation process. It is a set of files containing transactions' information transmitted in a standardized manner without manual intervention through the SFG (Sterling File Gateway) channel, providing agility and security in the flow of data. These statements are sent daily in standardized text files (.txt) structured according to the integration specifications.

### II. What are the main benefits of using electronic statements?

- ✓ Allows automated accounting and financial reconciliation.
- ✓ Provides operational agility and efficiency.
- ✓ Enables integration with sales automation and enterprise systems.
- ✓ Ensures secure receipt of information.
- ✓ Offers specialized customer support.

### III. Who is the recommended audience for using electronic statements?

Cielo does not restrict the service's availability but recommends its use to customers with high transaction volumes which require automation in the reconciliation process.

### IV. How can I require this service?

To receive the Electronic Statement, it is necessary for the customer to access the logged-in area of the Cielo website and subscribe to the service. If the customer chooses to outsource it to a reconciliation system, the accreditation process must be carried out via API, following the defined enablement process for third parties.

### V. How can I receive the statements after requiring the service?

The receipt of the statements takes place through the portal <https://canaledi.cielo.com.br/login> or via SFTP. For further details, please contact our support team (canaledi-sup@cielo.com.br).

## **VI. What is the frequency of sending the statements?**

The electronic statements are transmitted daily, including weekends and holidays. However, the settlement balance files (CIELO09) are transmitted monthly. If there is no data to be demonstrated, files will be generated with only the header and trailer sections.

## **VII. Do I need any specific software to process my electronic statements?**

There is no specific software for processing the statements, but it is important to develop a tool that allows for a more user-friendly view of the files. Note: There are reconciliation systems that provide platforms to handle this data that can be required by the merchant.

## **VIII. What should I do if I don't receive my electronic statements as expected?**

The transmission of the statements occurs daily (except for settlement balance files). If the reception on a certain date has not been identified, the resend can be requested through the portal [canaledi-sup@cielo.com.br](mailto:canaledi-sup@cielo.com.br), under the "Redisponibilização" (Resubmission) option.

## **IX. How long are my electronic statements available for access?**

The files are available for download for a period of 30 consecutive days. However, if you need files from a period before this timeframe, you can request them through the "Redisponibilização" (Resubmission) option in the logged-in area of the [canaledi-sup@cielo.com.br](mailto:canaledi-sup@cielo.com.br) portal.

## **X. Do the electronic statements contain the same information as the statements available on the Cielo website and Cielo Gestão app?**

Yes, the data presented in the electronic statements is the same as shown on the Cielo website and Cielo Gestão app if the query parameters are the same (such as the commercial establishment and date).

## **XI. What is "Commercial Group" and "Payment Group"?**

The commercial group considers all registrations in Cielo that have the same root CNPJ, while the payment group may consider specific establishments within the commercial group that centralize settlements into an account.

## **XII. Is there any cost associated with electronic statements?**

No, the electronic statement is a free service provided by Cielo. Note: Costs related to hiring reconcilers originate from partnerships between the merchant and a third party.

## **XIII. What are the types of statements that Cielo provides in electronic statements?**

Currently, we have 4 types of statements being transmitted in version 15, which are:

- ✓ Capture/Forecast (CIELO03): Demonstrates sales, adjustments, and rejected transactions captured on the day prior to the statement's submission. It presents the entire settlement plan for installment transactions conducted on the previous day.

- ✓ Settlement/Payment (CIELO04): Shows values paid and credited to the account on the day of the statement's submission. It provides details of PIX transactions settled on the previous day before the file's submission.
- ✓ Settlement Balance (CIELO09): Displays receivable amounts with Cielo, including transactions conducted, captured, and processed, as well as debit, credit, and installment sales not yet settled in the previous month's closed cycle. Note: The file is made available monthly on the 1st day of the month.
- ✓ Cielo Receivables Negotiation - NRC (CIELO15): Demonstrates operations of receivables negotiations (advancements) carried out with Cielo on the previous day, both with Cielo's receivables schedule and market receivables.

#### **XIV. Where can I find more detailed information about the content of the statements?**

All information and specifications are detailed in our reconciliation manual called "Technical Specification Manual." This document can be obtained through our customer support channels, the logged-in area of the EDI Channel, and the Cielo Developers portal.

#### **XV. I have started the layout validation in my system. Which fields are recommended for use as reconciliation keys?**

The version 15 of the statements has recommended key fields for use in reconciliation. They are:

For the **sales lifecycle**: "Received transaction/contract code" and "Processed transaction number".

For the **settlement cycle**: "Received transaction/contract code" and "UR key".

Note: Transactional fields such as Authorization Code, TID, NSU, Truncated Card, among others, are provided in the statements, but it is not recommended to use each field individually as a key.

#### **XVI. I have started the layout validation in my system, but I still have questions to clarify. Who can assist me?**

If you still have any questions after reading our Technical Specification Manual, we have a support team ready to assist you. Please contact our EDI support team (EDI@Cielo.com.br) so that they can help you.

#### **XVII. I heard that Cielo has changed the version of the statement. What are the main changes from version 14 to version 15?**

In the new version, the concepts of transaction grouping have been standardized to the UR (Receivables Unit) view, following market practices. As a result, the concept of RO no longer exists.

**XVIII. Will the new version display the data for "Unique RO number" and "Unique transaction number" found in version 14 of the manual?**

No, with the replacement of the RO concept by UR, these fields are no longer displayed in the statements and are replaced by the keys indicated in question 15. Note: Sales details such as authorization, NSU, TID, among others, continue to be shown.

**XIX. In the new version of the statement (V15), will I be able to reconcile my assignment and lien operations at the authorization level?**

No, but all transactions, operations, and settlements will have UR keys linking the negotiated balances, allowing for greater traceability in reconciliation. For more details, please refer to the section "Scenarios of operations and balance negotiation of a UR" in our Technical Specification Manual.

**XX. How can I reconcile my sales processed on version 14 statements from version 15 processing?**

It is recommended to use the coexistence keys presented in the manual of version 14 for handling these same keys in the new version. For more details, please refer to the section "Coexistence keys between versions" in our reconciliation manual.

**XXI. How will PIX transactions be demonstrated on payment statements?**

The structure already used to display PIX payments in the version 14 statements will be maintained, only generating unification in the payment files.

**XXII. What channels can help me with questions regarding the existing processes in the electronic statements?**

In the "Support Channels" section, we present our support teams along with their respective scopes, contacts, and service hours.

**XXIII. What are the reprocessed files?**

These are statements generated for past dates in which discrepancies or missing data were identified in the received daily transactions.

**XXIV. What is the maximum period available for reprocessed files?**

Cielo provides statements for the last 10 closed months plus the days of the current month. For previous periods, it is recommended to contact our support channels for more details.

**XXV. What is the difference between "Reavailability" and "Reprocessing"?**

In the "Redisponibilização" flow, Cielo resends the previously generated statement, while in the "Reprocessing" flow, there is a new generation process that allows loading the updated snapshot of the day into its content.

**XXVI. I as a customer, can I contact the Cielo developers channel?**

No, this channel is exclusive for reconcilers who use our API to contract the service.

**XXVII. Where can I find more specific and technical details of the rules that Cielo uses to demonstrate data in the electronic statements?**

In our "Technical Specification Manual," we describe the rules of use applied in displaying the data in the statements. It is highly recommended to consult this material.

## SERVICE CHANNELS

CHANNELS	SCOPE	CONTACT
<b>Support EDI</b>	<p><b>Duplication</b> of matrices (cases in which the client is unable to contract the statement through the Cielo Site or when the conciliator is unable to handle the demand via API).</p> <p>Analysis of divergence in the contents of the files</p> <p>Questions about the statement layouts</p> <p><b>Reprocessing</b> requests</p>	<p>Phone: (11) 4002-5270</p> <p>E-mail: <a href="mailto:EDI@cielo.com.br">EDI@cielo.com.br</a></p> <p>Opening hours: Monday to Friday, from 09hrs to 18hrs</p>
<b>N2 Support of Cielo Electronic Statement Platform</b>	<p>Support for mailbox access</p> <p>File Receiving Failures</p> <p><b>Resubmission of files</b></p> <p>mailbox and SFTP settings</p>	<p>Phone: (11) 4858-1821</p> <p>E-mail: <a href="mailto:canaledi-sup@cielo.com.br">canaledi-sup@cielo.com.br</a></p> <p>Opening hours: Monday to Saturday, from 07hrs to 22hrs</p>
<b>Developer Support</b>	<p>API support for outages, call failures, general API questions</p> <p><b>Note. Exclusive support for reconciliation systems</b></p>	<p>Site: <a href="https://developercielo.github.io/tutorial/edi-extrato-eletronico">https://developercielo.github.io/tutorial/edi-extrato-eletronico</a></p> <p>Chat available from Monday to Friday, from 09hrs to 17hrs</p>

