

From: [kees.lek](#)
To: [Kelly Hudepool | Zoku](#)
Cc: henrietta.wooldridge@adyen.com
Subject: Re: Visa-Mc mixup / zoku amsterdam
Date: vrijdag 8 januari 2021 11:42:35

Hi Kelly,

Sorry but i can not find out why that would have happened as well. Please open a ticket with our helpdesk to have our developers try and find out.

Kind regards
Kees

Kees Lek
Regional Product and Implementations manager | StayNTouch

Phone : +31647888803
Website : www.stayntouch.com
Skype name : [kees.lek.nl](https://www.skype.com/user/kees.lek.nl)

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On 8 Jan 2021, at 09:27, Kelly Hudepool | Zoku <kelly@livezoku.com> wrote:

Hi Kees,

The -50 is registered as VISA and not as Mastercard.

This is the problem, there was no 50,- refund on a VISA. The 50 was refunded on a Mastercard (same card as the 107.57 transaction, same auth code). So I want to know why is it shown as a VISA?

<image003.jpg>

Kelly Hudepool

Tel:+ 31 20 8112 811 Weesperstraat 67
Zoku International 1018 VN Amsterdam

[Facebook](#) - [LinkedIn](#) - [Instagram](#) - [Website](#)

<[image001.gif](#)>

From: kees lek <kees.lek@stayntouch.com>
Sent: donderdag 7 januari 2021 16:57
To: Kelly Hudepool | Zoku <kelly@livezoku.com>
Cc: henrietta.wooldridge@adyen.com
Subject: Re: Visa-Mc mixup / zoku amsterdam

Hi Kelly,

Auth 561689 is a MasterCard for 107.57 euro

```
SHIJ RESPONSE: {"type":"1","apiUser":"ZOKUHOTELSSNT","reqTrace":"f8bb4a6d-9a44-4dc9-b62f-aa1ee5c791f6","reqDatetime":"20210101100323","txnType":"04","paymentMethod":"1","txnCurrCode":"978","merId":"00100000010249","wsNo":"ZKAAMSSNT01","terminalId":"ZKAAMSSNT01","merRef":"2009482141","txnAmt":"107.57","totalAmt":"107.57","paymentStatus":"0","paymentStatusDesc":"Normal","respCode":"00","respText":"00 : Approved or completed successfully","transaction":{"apiUser":"ZOKUHOTELSSNT","merId":"00100000010249","merRef":"2009482141","terminalId":"ZKAAMSSNT01","txnType":"04","authCode":"561689","mName":"CLOUDAPI","mVersion":"V1.0.1","channel":"1058","refNo":"2009482141","maskedPan":"XXXXXXXX1143","cardType":"MASTERCARD","txnAmt":"107.57","totalAmt":"107.57","txnDatetime":"20210101100323","txnCurrCode":"978","txnDate":"20210101","dceFlag":"0","issuerCode":"32","paymentMethod":"1","wsNo":"ZKAAMSSNT01","token":"cefa0810-6bcb-4256-a60e-f026f0737134","respCode":"00","respText":"00 : Approved or completed successfully","batchNo":"210101","invNo":"005722","txnNo":"6100844353159201664","acqRespCode":"TX00","acqTerId":"ZKAAMSSNT01","acqTxnDatetime":"20210101100324","acqTxnNo":"2009482141","acqTxnType":"04","cashierId":"111111","emvFlag":"0","entryMode":"0","signFreeFlag":"1","source":"CloudApi","tokenFlag":"1","voidFlag":0,"paymentStatus":"0","paymentStatusDesc":"Normal","cardholderName":"Not Captured"},"timestamp":"20210101100325","correlationId":"2009482141","signature":"\BirqA56QipR2y5+v3HbXY4eyAmdRFPV7SQOZ5uDYhsDaysacnj3CYnGGk9OxTReaDv6VAgg18egnUdXissJUba==","acqTxnNo":"2009482141","acqTxnDatetime":"20210101100324"}
```

The -50 is registered as VISA and not as Mastercard.

<image005.png>

<image007.png>

<image009.png>

Kees Lek

Regional Product and Implementations manager | StayNTouch

Phone : +31647888803
Website : www.stayntouch.com
Skype name : [kees.lek.nl](https://www.skype.com/people/kees.lek.nl)

[Would you be so kind to share your experiences with us?](#)

On 7 Jan 2021, at 16:16, Kelly Hudepool | Zoku
<kelly@livezoku.com> wrote:

Hi Kees,

Did you get a chance to look into this? See below

Kelly Hudepool

Tel:+ 31 20 8112 811	Weesperstraat 67
Zoku International	1018 VN Amsterdam

[Facebook](#) - [LinkedIn](#) - [Instagram](#) - [Website](#)

<[image001.gif](#)>

From: Kelly Hudepool | Zoku
Sent: maandag 4 januari 2021 16:23
To: kees lek <kees.lek@stayntouch.com>
Cc: henrietta.wooldridge@adyen.com
Subject: RE: Visa-Mc mixup / zoku amsterdam

Hi Kees,

Sorry I don't follow. I only see 1 refund on the 1st of Jan in the activity log, which is the one below. The auth code matches the mc refund but it shows as a Visa refund.

<[image002.jpg](#)>

Bill2:

<[image003.jpg](#)>

Bill1:

<[image004.jpg](#)>

The only other refund on both bills is the deposit refund which was made today.

Kelly Hudepool

Tel:+ 31 20 8112 811
Zoku International

Weesperstraat 67
1018 VN Amsterdam

[Facebook](#) - [LinkedIn](#) - [Instagram](#) - [Website](#)

[<image001.gif>](#)

From: kees lek <kees.lek@stayntouch.com>
Sent: maandag 4 januari 2021 15:54
To: Kelly Hudepool | Zoku <kelly@livezoku.com>
Cc: henrietta.wooldridge@adyen.com
Subject: Re: Visa-Mc mixup / zoku amsterdam

Hi Kelly,

re; Auth 561689

This is the transaction concerned. It is a MasterCard. The visa transaction in your screenshot is a few hours later to the visa linked to bill 1.

{

- "timestamp": "2021-01-01T10:03:25.687409Z",
- "pid": 2629,
- "level": "INFO",
- "logger": "Shiji::Processor::Settlement",
- "mdc":



{ ... },

- "message": "SHIJI RESPONSE:
{\"type\":\"1\", \"apiUser\":\"ZOKUHOTELSSNT\", \"reqTrace\":\"f8bb4a6d-9a44-4dc9-b62f-aa1ee5c791f6\", \"reqDatetime\":\"20210101100323\", \"txnType\":\"04\", \"paymentMethod\":\"1\", \"txnCurrCode\":\"978\", \"merId\":\"001000000010249\", \"wsNo\":\"ZKAAMSSNT01\", \"terminalId\":\"ZKAAMSSNT01\", \"merRef\":\"2009482141\", \"txnAmt\":\"107.57\", \"totalAmt\":\"107.57\", \"paymentStatus\":\"0\", \"paymentStatusDesc\":\"Normal\", \"respCode\":\"00\", \"respT

```
ext\":"00 : Approved or completed successfully\","transaction":
{"apiUser\":"ZOKUHOTELSSNT","merId\":"00100000010249","merRef\":"200948214
1","terId\":"ZKAAMSSNT01","txnType\":"04","authCode\":"561689","mName\":"CL
OUDAPI","mVersion\":"V1.0.1","channel\":"1058","refNo\":"2009482141","maskedP
an\":"XXXXXXXX1143","cardType\":"MASTERCARD","txnAmt\":"107.57","totalAmt\":"
107.57","txnDatetime\":"20210101100323","txnCurrCode\":"978","txnDate\":"2021010
1","dccFlag\":"0","issuerCode\":"32","paymentMethod\":"1","wsNo\":"ZKAAMSSNT
01","token\":"cefa0810-6bcb-4256-a60e-
f026f0737134","respCode\":"00","respText\":"00 : Approved or completed
successfully","batchNo\":"210101","invNo\":"005722","txnNo\":"610084435315920166
4","acqRespCode\":"TX00","acqTerId\":"ZKAAMSSNT01","acqTxnDatetime\":"20210
101100324","acqTxnNo\":"2009482141","acqTxnType\":"04","cashierId\":"111111","e
mvFlag\":"0","entryMode\":"0","signFreeFlag\":"1","source\":"Cloud
Api","tokenFlag\":"1","voidFlag\":"0","paymentStatus\":"0","paymentStatusDesc\":"Nor
mal","cardholderName\":"Not
Captured"},"timestamp\":"20210101100325","correlationId\":"2009482141","signature\":"
BirqA56QipR2y5+v3HbXY4eyAmdRFPV7SQOZ5uDYhsDaysacnj3CYnGGk9OxTReaDv6
VAgg18egNUdXissJUbA==","acqTxnNo\":"2009482141","acqTxnDatetime\":"20210101
100324"}"
}
```

<image005.png>

On 4 Jan 2021, at 14:45, Kelly Hudepool | Zoku
<kelly@livezoku.com> wrote:

Hi guys,

Happy NY! Just came across something really weird. A card was refunded through SNT on a VISA in fact it was refunded on a MC, see screenshots below.

Reservation: 189113
Auth: 561689
Psp: 1546094954041557

<image004.jpg>

<image005.jpg>

<image006.jpg>

Kelly Hudepool

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Zoku International

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1018 VN Amsterdam

[Facebook](#) - [LinkedIn](#) - [Instagram](#) - [Website](#)

[<image003.gif>](#)