

rede

FAQ

Electronic Statements

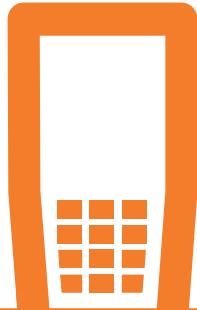


FAQ Electronic Statements

1

What is Electronic Statement?

The Electronic Statement is a tool that offers to registered establishments every day, the demonstration of the transactions with Credit and Debit cards and Financial Information. It is composed of four types of files:



EEVD: Electronic Statement of Debit Sales;

EEVC: Electronic Statement of Credit Sales;

EEFI: Electronic Financial Statement;

EESA: Electronic Statement of Outstanding Balances.

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2 How could the Electronic Statements be obtained?

It is necessary to hire the services of one of the Vans homologated by **REDE**, according to the list shown at the end of each layout.

3 How could the layouts of the Electronic Statement be obtained?

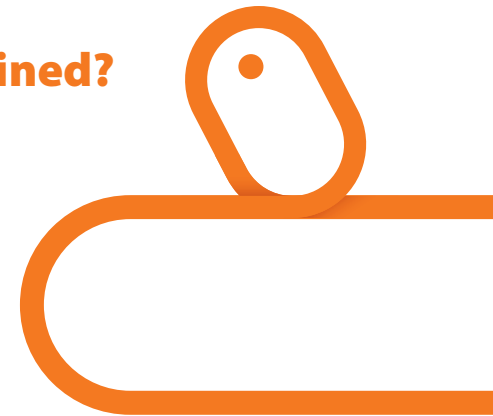
The layouts are available for download on the REDE portal www.userede.com.br in the options:

 **Solutions / Other Services / Electronic Statement.**

4 Are there electronic test files?

Yes. The files for test are available for download on the REDE portal www.userede.com.br in the options:

 **Solutions / Other Services / Electronic Statement / Links for Test.**



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5 Are the Electronic Statements charged by REDE?

REDE does not charge to issue the Statements. However, the charge is carried out by the **hired company** (Van), according to the criteria and policies adopted by it.

6 What does a Van do?

It carries out the traffic of electronic files in a **safely**, according to the criteria and rules established by the **Information Security** department of **REDE**.

7 Does REDE indicate any choice among the Vans?

REDE suggests the request of a quotation from them and the choice should be made by the establishment itself.

8 Are there differences of services provided by the Vans?

All the **Vans** provide the same type of service, which is the traffic the electronic files safely.

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9 Detaining the electronic files, what is necessary to do?

A computer program should be **developed** in order to carry out the **reading** and **interpretation** of the records and fields of the file.

10 May the computer program be developed before the acquisition of the Electronic Statements?

Yes. Detaining the layouts, it is possible to develop the respective program and, after that step, the Electronic Statements may be acquired.

11 Does REDE have test environment to process the files?

REDE has **only** the production environment.



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12 Does REDE indicate companies from the Market (outsourced) to develop the computer program?

REDE does not carry out that type of indication, it only **suggests** that the establishment itself carries out surveys on the companies available in the Market.

13 Which is the basic structure of the records?

Transactions and payments are shown by **Point of Sale** (POS), **Sales Summary** (RV¹), **Transaction Type** (down payment and installments) and **Type of Flag**.

14 What is a Sales Summary (RV)?

It is a random number code generated by the REDE system, which aims at grouping the transactions processed and the payments carried out to the establishments.

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15 Which is the basic function of the Credit Sales file – EEVC?

Showing all sales approved and processed the day before.
This file is static, i.e., it does not change along the time.

16 Which is the basic function of the Financial file – EEFI?

Showing all **credit entries** (payments), **credit adjustments**, **debit adjustments** and **scheduling cancelations** of installments, arising from the transactions **processed** and shown in the EEVC file.

17 Which is the basic function of the Debit Sales file – EEVD?

Showing all the sales **approved and processed** the day before and their payment. This file is static, i.e., it does not change along the time.

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18 Which is the basic function of the Outstanding Balances file?

Showing **all outstanding payments** as of the 1st day of the current month. It is generated only **once a month** (up to the 5th day).

19 Which is the periodicity of the generation of electronic files?

The generation of the files is **daily, regardless** the existence or not of content.

20 When the daily statements are not received, what should be done?

Contact your **Van**, in order that it **arranges** the delivery.

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21 What should be done if any error is generated at the moment of the file processing?

Contact your IT (Information Technology) department in order that it analyzes the error. If the problem continues, send an email to the box extratoeletronico@redecard.com.br with the file and the respective alarm.

22 What should be the procedure in cases of file reprocessing?

Contact your Van, communicate the **type of file** and the **period** you wish to receive it.

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