



# *Order Report Specification*

**Version 1.3**

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Last updated: September 2015

**TABLE P.1 Revision History**

<b>Date</b>	<b>Version</b>	<b>Description</b>
October 2015	1.3	<ul style="list-style-type: none"> <li>• Various content edits</li> </ul>
October 2012	1.2.7	<ul style="list-style-type: none"> <li>• Changed the order so that Record Footer Data (RF) appears before Report Record Count Data (RC).</li> <li>• Updated sample report.</li> </ul>
September 2012	1.2.6	<ul style="list-style-type: none"> <li>• Changed report name from ODR to ORT. It was incorrectly called ODR.</li> <li>• Updated file format to - <i>ORT-yyyymmdd.sequenceNumber.version.format</i></li> <li>• Updated sample report.</li> <li>• Changed the order so that Report Record Count Data (RC) appears before Record Footer Data (RF).</li> </ul>
August 2012	1.2.5	Updated data description for the following columns - <ul style="list-style-type: none"> <li>• Order ID</li> <li>• Order Memo</li> <li>• Order Payer PayPal Account ID</li> <li>• Shipping Address Country</li> <li>• Shipping Address Zip</li> </ul>
April 2012	1.2.4	Updated max length of the following columns - <ul style="list-style-type: none"> <li>• Shipping Address Line 1 - Max length 300 characters</li> <li>• Shipping Address Line 2 - Max length 300 characters</li> <li>• Shipping Address City - Max length 120 characters</li> <li>• Shipping Address State - Max length 120 characters</li> <li>• Shipping Address Zip - Max length 60 characters</li> <li>• Shipping Address Country - Max length 64 characters</li> </ul>
October 2008	1.2.3	<ul style="list-style-type: none"> <li>• Updated information regarding report retention time on the Secure FTP Server.</li> <li>• Changed the Secure FTP server directory location from <code>ppreports</code> to <code>ppreports/outgoing</code>.</li> </ul>
May 2007	1.2.2	Updated to reflect new file and data structure
August 2006	1.0.0	First release of Order Report.

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# 1

## Order Report Interface Specification

The Order Report (ORT) is for use by merchants or payment processing partner.

The Order Report gives merchants and processing partners detailed information about outstanding authorized orders that can be captured.

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### Associated Specification And Documentation

The Order Report is available through PayPal's website and the Secure FTP Server, which is defined and described in the *Secure FTP Server Specification*.

Orders are created with PayPal Authorization & Capture in conjunction with any PayPal payment product, as documented in the following guides:

- *Website Payments Standard Integration Guide*
- *Website Payments Pro Integration Guide*

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### Distribution and Access

The ORT is available via the Secure FTP Server (`reports.paypal.com`), which requires a separate user account for access to the ORT. A user account that is enabled for the ORT is also enabled to create user accounts for the Secure Drop-Box. To ensure data security, ORT users must generate their own user accounts for the Secure Drop-Box.

The following steps describe how to set up and access the ORT using the Secure FTP Server:

1. Create a Secure FTP Server user account. Login to PayPal (`www.paypal.com`) and create a Secure PayPal Reporting FTP Server username and password. Passwords for accessing the Secure FTP Server cannot be reset by PayPal. To obtain a new password, you must create a new Secure FTP Server user account.
2. Grant access to third-party users. You must explicitly grant access to third-parties by contacting their PayPal Account Manager to supply the following information:
  - Third-parties' PayPal login username

- Type of permission: reporting access (read)

The third-party is then notified by email that access to the business partner's Secure FTP Server has been granted.

4. Access the Secure FTP Server programatically using an FTP client. The hostname of the Secure FTP Server is `reports.paypal.com`. A user account on the Secure FTP Server has the following directory structure:

```
/ppreports/outgoing
```

## Schedule

The ORT is generated and delivered by PayPal on a regular (24 hour) basis. With the initial release of the ORT, the ORT is generated and distributed by 9AM daily in the leading timezone of the reporting window.

## Data Format

You can receive the ORT in either comma separated value (csv) or tab delimited values format.

## Character Encoding: UTF-8

The report's character encoding is UTF-8 (8-bit UCS/Unicode Transformation Format).

## Report Filename

The filename naming convention depends on whether or not you are using Multiple Account Management.

### Single Account Report

The filename of the ORT for a single account follows this naming convention:

*ORT-yyyymmdd.sequenceNumber.version.format*

**TABLE 1.1 Order Report File Naming Conventions**

ORT	An abbreviation for "Downloadable Order Report."
<i>yyyymmdd</i>	The date on the data in the report. This date stamp represents the latest, or ending date, of the data.
<i>sequenceNumber</i>	The sequence number of this file. Two characters, right-justified and zero-filled. The sequence number begins with 01 and continues until all parts are recorded in files. The sequence number is always present in the report file name even if there is only one file.

**TABLE 1.1 Order Report File Naming Conventions**

<i>version</i>	The version of the report. Three characters, right-justified and zero-filled.
<i>format</i>	One of the following: CSV: a comma-separated value file TAB: a tab-delimited-field file

### Multiple Account Report

When using Multiple Account Management, the filename of the report follows this naming convention:

*ORT-yyyymmdd.reportingWindow.sequenceNumber.totalFiles.version.format*

**TABLE 1.2 Order Report File Naming Conventions**

<i>ORT</i>	An abbreviation for “Downloadable Order Report.”
<i>yyyymmdd</i>	The date on the data in the report. This date stamp represents the latest, or ending date, of the data.
<i>reportingWindow</i>	The window of time when the report was generated, as follows: X: GMT 00:00 to GMT -0500 A: GMT -0500 to GMT-0800 H: GMT-0800 to GMT +0800 R: GMT +0800 to GMT 00:00
<i>sequenceNumber</i>	The sequence number of this file. Two characters, right-justified and zero-filled. The sequence number begins with 01 and continues until all parts are recorded in files. The sequence number is always present in the report file name even if there is only one file.
<i>totalFiles</i>	The total number of files of the report for this date. The number of files is always two digits and zero-padded. For example, for 2 total files, <i>totalFiles</i> is 02.
<i>version</i>	The version of the report. Three characters, right-justified and zero-filled.
<i>format</i>	One of the following: CSV: a comma-separated value file TAB: a tab-delimited-field file

### Data Retention

The ORT is available via PayPals website and the Secure FTP Server for 45 days after the date of its delivery.



## New or Revised Versions

In the future, PayPal will support multiple versions of the ORT. PayPal will notify you regarding the creation of any new version as well as any deprecation of older versions of the report.

If you wish to take advantage of a new version, you can receive two versions of the same report concurrently in order to test and integrate the new version. You can also receive non-consecutive versions of the same report concurrently in order to test and integrate the new version. Contact your PayPal Account Manager to enable different versions and request any changes in report distribution.

## Notifications

PayPal operationally monitors the generation and delivery of the ORT on a 24/7 365 basis. PayPal maintains two different user contact points for report notifications:

- A business contact point for all notifications related to data integrity, data delivery, and new reporting features
- A technical contact for all notifications related to data integrity, data delivery, system outages, system updates, and new features.

PayPal will notify you of the following events related to reporting.

- Delays in report delivery
- Errors in report generation
- New version availability
- System outage
- System update / maintenance (pre-announcement)
- New reporting feature releases

Contact your PayPal Account Manager to provide PayPal with the appropriate notification email alias. PayPal strongly recommends that you create a distribution list or email alias that allows multiple parties to receive communication about the ORT.

## File Structure

The report can be delivered as either a comma-separated values or tab-delimited file. This section describes the structure of the data file.

A report file can contain a maximum of 100,000 records. If the report contains more than 100,000 records, the report is split across multiple files. The report is also organized by section, where each section represents a single PayPal account. If you are not using PayPal Multiple Account Management, the report contains only a single section.

Each row of the report consists of a two letter row type, followed by the details specific to that row type. [Table 1.3, “Report Row Types,”](#) lists the valid row types, along with the sections that describe the data for that row type.

**TABLE 1.3 Report Row Types**

Code	Description	Section
RH	Report header.	“Report Header Data”
FH	File header	“File Header Data”
SH	Section header	“Section Header Data”
CH	Column header	“Section Body Data”
SB	Row data	“Section Body Data”
SF	Section footer	“Section Footer Data”
SC	Section record count	“Section Record Count Data”
RF	Report footer	“Report Footer Data”
RC	Report record count	“Report Footer Data”
FF	File footer	“File Footer Data”

A report file with less than 100,000 records (a single file) with only one section is organized as follows:

```

Report Header (RH)
File Header (FH)
Section Header (SH)
Column Header (CH)
Row Data (SB)
...
Row Data (SB)
Section Footer (SF)
Section Record Count (SC)
Report Footer (RF)
Report Record Count (RC)
File Footer (FF)

```

For report files that are split over multiple files, only the first file has a report header record and only the last file has a report footer and a report record count record. A report with two sections split over two files might be organized as follows:

**File 1**

Report Header (RH)  
File Header (FH)  
Section Header (SH)  
Column Header (CH)  
Row Data (SB)  
...  
Row Data (SB)  
Section Footer (SF)  
Section Record Count (SC)  
Section Header (SH)  
Column Header (CH)  
Row Data (SB)  
...  
File Footer (FF)

**File 2**

File Header (FH)  
Row Data (SB)  
...  
Row Data (SB)  
Section Footer (SF)  
Section Record Count (SC)  
Report Footer (RF)  
Report Record Count (RC)  
File Footer (FF)

## Report Data

This section details the columns and related data that is delivered in the report header, report footer, and report record count records.

**NOTE:** If the report is split over multiple files, only the last file contains the report footer and report record count records.

### Report Header Data

Report header data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.4** Report Header Data

Position	Column Name	Data Type	Data Description
1	Column Type	Type: Literal	“RH”
2	Report Generation Date	Type: date/time	The date and time when the report file was generated, in the following format: YYYY/MM/DD HH:MM:SS offset where: <ul style="list-style-type: none"> <li>• YYYY is the four-digit year.</li> <li>• MM is two-digit month of the year</li> <li>• DD is the two-digit day of the month.</li> <li>• HH is the hour in 24-hour notation.</li> <li>• MM is minutes.</li> <li>• SS is seconds.</li> <li>• offset is the five-character signed offset from GMT. For example, +0800.</li> </ul>
3	Reporting Window	Type: varchar	The window of time when the report was generated, as follows: X: GMT 00:00 to GMT -0500. A: GMT -0500 to GMT-0800. H: GMT-0800 to GMT +0800. R: GMT +0800 to GMT 00:00.
4	Account ID	Type: varchar	Account number receiving the report (Payer ID – encrypted hash of PayPal account)
5	Report Version	Type: varchar	The version of the report

## Report Footer Data

Report footer data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.5 Report Footer Data**

Position	Column Name	Data Type	Data Description
1	Column Type	Type: Literal	“RF”
2	Row Count	Type: Number	The number of body data rows in the report (used for reconciliation). Note that the report may span multiple files.

## Report Record Count Data

Report record count data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.6 Report Record Count Data**

Position	Column Name	Data Type	Data Description
1	Column Type	Type: Literal	“RC”
2	Row Count	Type: Number	The number of body data rows in the report (used for reconciliation). Note that the report may span multiple files.

## File Data

This section details the columns and related data that is delivered in the file header and file footer records.

**NOTE:** Each file in the report has a file header and a file footer, even if the number of files in the report is one.

### File Header Data

File header data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.7** *File Header Data*

Position	Column Name	Data Type	Data Description
1	Column Type	Type: Literal	“FH”
2	File Count	Type: Number	The sequence number of the file in the report (used for reconciliation)

### File Footer Data

File footer data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.8** *File Footer Data*

Position	Column Name	Data Type	Data Description
1	Column Type	Type: Literal	“FF”
2	Row Count	Type: Number	The number of body data rows in the file (used for reconciliation)

## Section Data

This section details the columns and related data that is delivered in the section header, section footer, and section record count records.

**NOTE:** If you are not using Multiple Account Management, the report contains only one section.

### Section Header Data

All section header data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.9 Section Header Data**

Position	Column Name	Data Type	Data Description
1	Column Type	Type: Literal	“SH”
2	Reporting Period Start Date	Type: date/time	The date time that represents the beginning time period of the report in the following format: YYYY/MM/DD HH:MM:SS offset where: <ul style="list-style-type: none"> <li>• YYYY is the four-digit year.</li> <li>• MM is two-digit month of the year</li> <li>• DD is the two-digit day of the month.</li> <li>• HH is the hour in 24-hour notation.</li> <li>• MM is minutes.</li> <li>• SS is seconds.</li> <li>• offset is the five-character signed offset from GMT. For example, +0800.</li> </ul>
3	Reporting Period End Date	Type: date/time	The date time that represents the ending time period of the report in the following format: YYYY/MM/DD HH:MM:SS offset where: <ul style="list-style-type: none"> <li>• YYYY is the four-digit year.</li> <li>• MM is two-digit month of the year</li> <li>• DD is the two-digit day of the month.</li> <li>• HH is the hour in 24-hour notation.</li> <li>• MM is minutes.</li> <li>• SS is seconds.</li> <li>• offset is the five-character signed offset from GMT. For example, +0800.</li> </ul>
4	Account ID	Type: varchar	Account number generated by PayPal

## Section Body Data

Body data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted

Before any rows of body data in the report, a column header row lists the name of each of the fields in each body data row. The column header column starts with CH, followed by the Column Name for each body data field (except for the “column type” field). For example:

```
"CH", "Order ID", "Order Action Type", "Order Currency", "Order Creation
Date", "Order Payer PayPal Account ID", "Order Payer email address", "Order
Payer Name", "Order Payer Business Name", "Shipping Address Line1", "Shipping
Address City", "Shipping Address State", "Shipping Address Zip", "Shipping
Address Country", "Order Description", "Order Memo", "Order Custom Field"
```

**TABLE 1.10 Section Body Data**

	Column Name	Data Type	Description
1.	1 Column Type	Type: Literal	“SB”
2.	Order ID	Type: Varchar Blanks: Yes Max Length: 24 characters	The authorization identification number of the payment you want to capture. This can be an order number, an order authorization number, or a reauthorization number.
3.	Order Action Type	Type: alphanumeric Max Length: 5 characters	One of the following values: <ul style="list-style-type: none"> <li>• O0000: Order Created: general</li> <li>• O0100: Order Canceled: general</li> <li>• O0200: Order Voided: general</li> </ul>
4.	Order Creation Date	Type: date/time Max Length: 25 characters	Date and time the transaction was completed, in the following format: <i>YYYY/MM/DD HH:MM:SS offset</i> where: <i>YYYY</i> is the four-digit year. <i>MM</i> is two-digit month of the year <i>DD</i> is the two-digit day of the month. <i>HH</i> is the hour in 24-hour notation. <i>MM</i> is minutes. <i>SS</i> is seconds. <i>offset</i> is the five-character signed offset from GMT. For example, +0800.
5.	Order Currency	Type: Three-character currency code. Max Length: 3 characters	Currency of transaction. See <a href="#">Appendix B</a> for possible values.



TABLE 1.10 Section Body Data

	Column Name	Data Type	Description
6.	Order Payer PayPal Account ID	Type: Varchar Blanks: Yes Max Length: 24 characters	Unique PayPal customer account number.
7.	Order Payer Email Address	Type: varchar Max Length: 127 characters	Email address of payer
8.	Order Payer Name	Type: varchar Blanks: Yes Max Length: 55 characters	First and last name of order payer, in the following format:  <i>firstName lastName</i>
9.	Order Payer Business Name	Type: varchar Blanks: Yes Max Length: 127 characters	Payer's business name.
10.	Shipping Address Line 1	Type: varchar Blanks: Yes Max Length: 300 characters	Street address of shipping address as specified by buyer
11.	Shipping Address Line 2	Type: text Blanks: Yes Max Length: 300 characters	Street address of shipping address as specified by buyer
12.	Shipping Address City	Type: text Blanks: Yes Max Length: 120 characters	City of shipping address as specified by buyer
13.	Shipping Address State	Type: text Blanks: Yes Max Length: 120 characters	State, province, or territory of shipping address as specified by payer
14.	Shipping Address Zip	Type: Varchar Blanks: Yes Max Length: 60 characters	Postal code of shipping address as specified by payer
15.	Shipping Address Country	Type: Varchar Blanks: Yes Max Length: 64 characters	Country of shipping address as specified by payer

**TABLE 1.10 Section Body Data**

	<b>Column Name</b>	<b>Data Type</b>	<b>Description</b>
16.	Order Description	Type: alphanumeric Blanks: Yes Max Length: 200 characters	Description of the agreed as specified by the merchant
17.	Order Memo	Type: varchar Blanks: Yes Max Length: 4000 characters	Text entered by payer in the Memo field during the enrollment
18.	Order Custom Field	Type: varchar Blanks: Yes Max Length: 256 characters	Custom content specified by originator of the agreement. Reserved for use by merchant.

## Section Footer Data

Section footer data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.11 Section Footer Data**

<b>Position</b>	<b>Column Name</b>	<b>Data Type</b>	<b>Data Description</b>
1	Column Type	Type: Literal	“SF”
2	Row Count	Type: Number	The number of body data rows in the section (used for reconciliation)

## Section Record Count Data

Section record count data exists in one row with each element being separated by the file delimiter. All report fields are non-blank unless otherwise noted.

**TABLE 1.12 Section Record Count Data**

<b>Position</b>	<b>Column Name</b>	<b>Data Type</b>	<b>Data Description</b>
1	Column Type	Type: Literal	“SC”
2	Row Count	Type: Number	The number of body data rows in the section (used for reconciliation)



# Sample Report

"RH",2012/08/07 02:25:04 +0800,"H","9WJCKN9AQXYJQ",002,  
"FH",01  
"SH",2011/08/05 00:00:00 +1000,2011/08/05 23:59:59 +1000,"9WJCKN9AQXYJQ"  
"CH","Order ID","Order Action Type","Order Currency","Order Creation  
Date","Order Payer PayPal Account ID","Order Payer email address","Order  
Payer Name","Order Payer Business Name","Delivery Address Line1","Delivery  
Address City","Delivery Address State","Delivery Address  
Postcode","Delivery Address Country","Order Description","Order  
Memo","Order Custom Field"  
"SB","O-0DJ31597008068350","O0000","USD",2011/08/05 21:05:24  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""  
"SB","O-1JW17289UT4999715","O0000","USD",2011/08/05 21:06:18  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""  
"SB","O-1NV297825W357181F","O0000","USD",2011/08/05 21:06:57  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""  
"SB","O-0D175036HL572012N","O0100","EUR",2011/08/05 21:07:30  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""  
"SB","O-1F195981C1932634N","O0100","GBP",2011/08/05 21:08:23  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""  
"SB","O-9HY06493HY0940312","O0000","USD",2011/08/05 21:09:28  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""  
"SB","O-3LA33202P7228931R","O0200","USD",2011/08/05 21:10:22  
+1000,"HXVUGQTNRCDMC","sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com","Wilda Gibson","", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423","Toronto","Ontario","M5A  
1E1","CA","Computer Parts","", ""

"SB", "O-52J44247PV741751F", "O0200", "CAD", 2011/08/05 21:12:34  
+1000, "HXVUGQTNRCDMC", "sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com", "Wilda Gibson", "", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423", "Toronto", "Ontario", "M5A  
1E1", "CA", "Computer Parts", "", ""

"SB", "O-35W604823Y722363V", "O0000", "USD", 2011/08/05 21:13:44  
+1000, "HXVUGQTNRCDMC", "sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com", "Wilda Gibson", "", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423", "Toronto", "Ontario", "M5A  
1E1", "CA", "Computer Parts", "", ""

"SB", "O-48G52603HB8903944", "O0000", "AUD", 2011/08/05 21:14:48  
+1000, "HXVUGQTNRCDMC", "sfathima-STAGE2VM5217-CA-  
20110803043241015367328@paypal.com", "Wilda Gibson", "", "59642668 N Mayor  
Magrath Drive 13899284 Shoemaker Street Unit 423", "Toronto", "Ontario", "M5A  
1E1", "CA", "Computer Parts", "", ""

"SF", 10  
"SC", 10  
"RF", 10  
"RC", 10  
"FF", 10



# PayPal-Supported Currencies

The following currencies are supported by PayPal for use with payments and as currency balances:

**TABLE B.13 PayPal-Supported Currencies and Currency Codes**

<b>Currency</b>	<b>ISO-4217 Code</b>
Australian Dollar	AUD
Brazilian Real	BRL
<b>NOTE:</b> This currency is supported as a payment currency and a currency balance for in-country PayPal accounts only.	
Canadian Dollar	CAD
Czech Koruna	CZK
Danish Krone	DKK
Euro	EUR
Hong Kong Dollar	HKD
Hungarian Forint	HUF
Israeli New Sheqel	ILS
Japanese Yen	JPY
Malaysian Ringgit	MYR
<b>NOTE:</b> This currency is supported as a payment currency and a currency balance for in-country PayPal accounts only.	
Mexican Peso	MXN
Norwegian Krone	NOK
New Zealand Dollar	NZD
Philippine Peso	PHP
Polish Zloty	PLN
Pound Sterling	GBP
Russian Ruble	RUB
Singapore Dollar	SGD

**TABLE B.13 PayPal-Supported Currencies and Currency Codes**

<b>Currency</b>	<b>ISO-4217 Code</b>
Swedish Krona	SEK
Swiss Franc	CHF
Taiwan New Dollar	TWD
Thai Baht	THB
Turkish Lira	TRY
U.S. Dollar	USD