Audit Report User Manual, Specification, & FAQs

Version 1.0

Last updated: May 2020

Revision History

Revision history for this specification.

Pub. Date	Version	Description of Changes	Effective date for spec changes
May 2020	1.0	General availability of the report. Spec change: Added following new actions for the 'Funding instrument' activity: • Updated card • Set preferred payment method	May 7, 2020 • Updated card • Set preferred payment method

Nov 2019	0.3	Spec change:
		Reformatted specifications: Added new 'Activity' section.
		Added new values for the Activity column:
		• Dual controls for Funding Instruments, Payout, Add money and Withdraw Funds
		• Send Money
		• Disputes
		Added note to merchants about 'Update profile' action
			Nov 7, 2019
			• Send Money
			
			Nov 8, 2019
			• Disputes
			
			Dual control actions:
			• Sep 20, 2019
			  ○ Payout
			• Nov 5, 2019
			  ○ Withdraw Funds
			  ○ Add money
			• Nov 6, 2019
			  ○ Funding Instruments

Apr 2019	0.2	**Spec change**: Added new columns: • Currency • Net Amount • User Status Added a new value for the Activity column: • Payout **Content-only change**: Updated descriptions for Transaction ID and Details columns	April 8, 2019 • Currency • Net Amount • User Status May 25, 2019 • Payout May 25, 2019
Jan 2019	0.1	Initial pilot release	Jan 2019

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1 User Audit Report Overview

Important: Do not use this report in place of any official reports for taxation or corporate governance purposes.

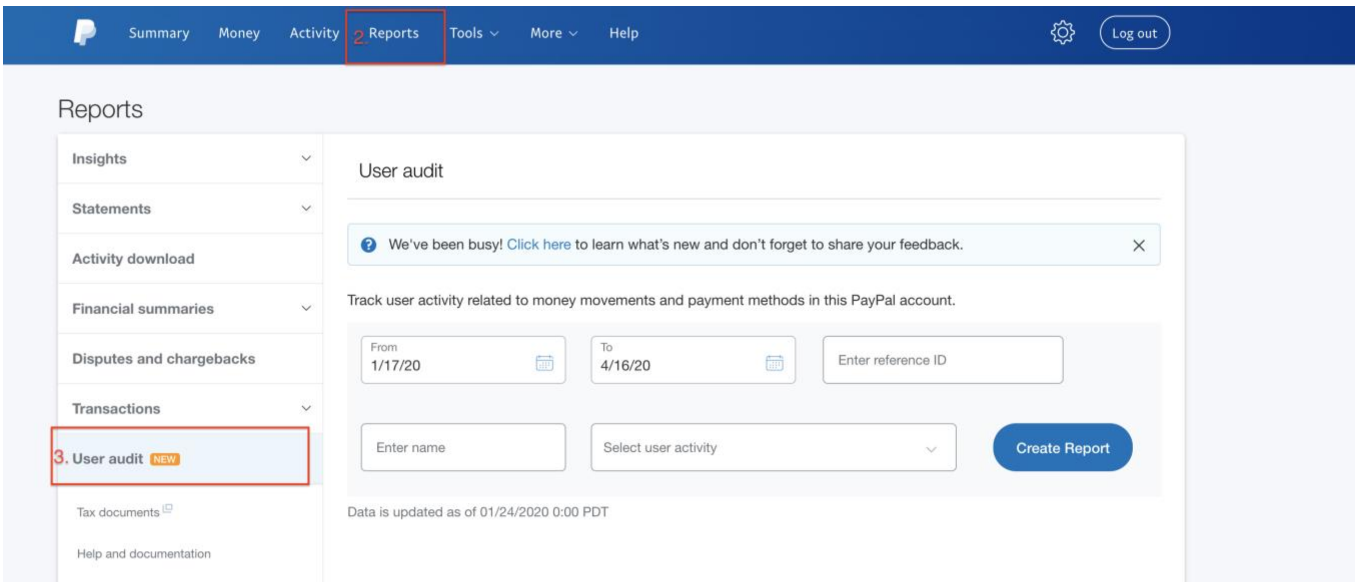
Use the User Audit report to track actions performed by users on your PayPal account. The report currently includes activities related to money movements and funding instruments completed on the PayPal website.

You, or an administrative user you designate, can access the report in the reporting portal on the PayPal website. You can filter the report using date ranges, types of activities, action performed by, and transaction IDs / invoice IDs / case IDs / payout IDs. You can also provide the permission 'Access user audit report' to a secondary user for viewing the audit report.

You can access the report in the reporting portal along with the other reports available on the PayPal website.

2 User Manual

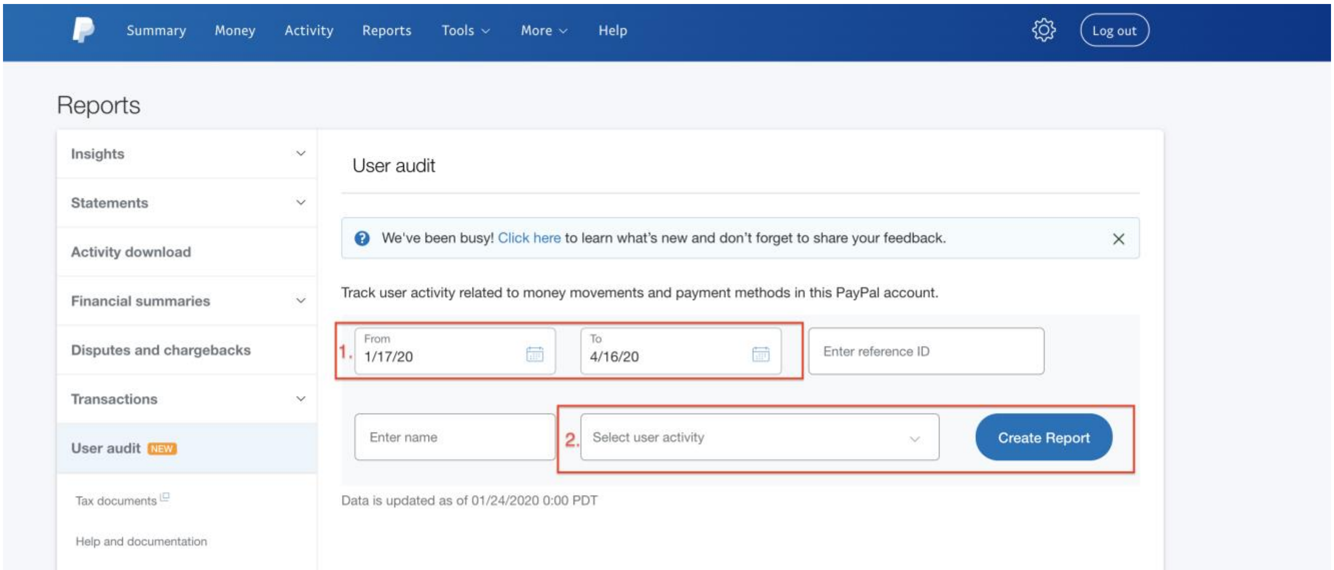
Access User Audit Report



Complete the following steps to access the User Audit report:

1. Log in to PayPal with your username and password.
2. Click the **Reports** tab.
3. Select **User audit** from the left navigation.

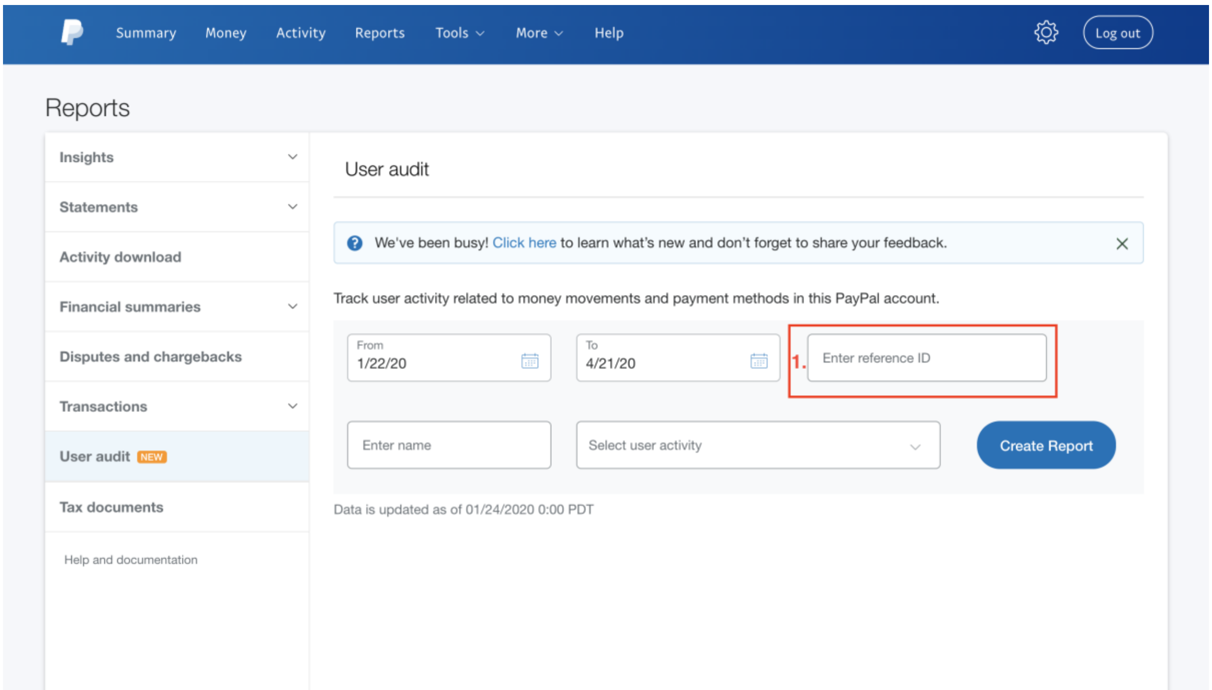
Generate a Report for a Date Range and Apply an Activity Filter



The User Audit report can contain data for three years in a single request. To limit the data returned, you can generate a report for a specific range of dates and filter for specific activity criteria. Complete the following steps to specify a range of dates and apply a specific activity filter to the returned data:

1. Specify a starting and an ending date for the range. Specifying a date range limits the number of transactions provided in the report.
   - Only transactions from January 1, 2019 are available in this version of the report.
   - The report will include information from 00:00:00 AM on the start date to 23:59:59 PM on the final date selected in your account's time zone. The time zone is indicated in the account settings.
2. Select an activity filter from the user activity filter.
3. Click **Create Report**.

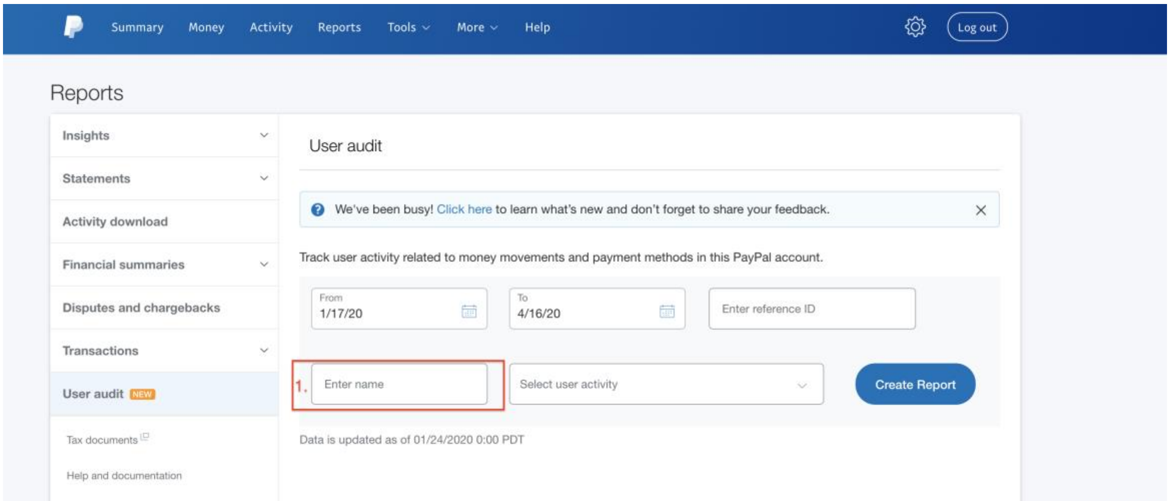
Search for Transaction ID in User Audit Details



Complete the following steps to search for specific transaction IDs:

1. Specify a transaction ID/ Invoice Id, Case Id in the ‘Enter reference ID’ field.
2. Click **Create Report**.

Search for Actions Performed by Specific Users



Complete the following steps to generate a report for all actions performed by a specific user:

1. Enter the first name, last name, or login ID of a user in the ‘Enter name’ field.
2. Click **Create Report**.

3 Report Specifications

Character Encoding: UTF-8

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

Report Format

The following formats are available for the User Audit report:

- Inline View
- Comma-Separated Value (CSV)

A User Audit report in CSV format can contain a maximum of 150,000 records. If the report contains more than 150,000 records, the report is split across multiple files and compiled into a .zip file.

Note: We're improving the report and will continue working to add additional fields and records. Follow the recommendations in the *Integration Guidelines* section of this document to help ensure your integration does not break with future report enhancements.

Inline View

When you click Create Report, the report is generated and displayed on the screen. This is referred to as the *inline view* of the report**.** If an error occurs, you should re-enter your selections and try to create the report again.

Note: The report might not include records created in the previous 5 minutes before you generate the report.

The following fields are available in the report:

- Date & Time
- Activity
- Action
- Action Performed By
- Reference ID
- Details
- Currency – Available for transactions completed on April 8, 2019 and later.
- Net Amount – Available for transactions completed on April 8, 2019 and later.
- Login ID
- User Status

Comma-Separated Value

The filename of the .csv report follows the following naming convention:
`AUDIT-<`*`from_date_range`*`>-<`*`to-date-range`*`>.CSV`

Examples:

- Single file: `AUDIT-`*`YYYYMMDD`*`-`*`YYYYMMDD`*`.csv`
- Multiple files: `AUDIT-`*`YYYYMMDD`*`-`*`YYYYMMDD`*`_1.csv`, `AUDIT-`*`YYYYMMDD`*`-`*`YYYYMMDD`*`_2.csv`
- Multiple files, zipped: `AUDIT-`*`YYYYMMDD`*`-`*`YYYYMMDD`*`.zip`

In the previous examples:

- *MM* is two-digit month of the year.
- *DD* is the two-digit day of the month.
- *YYYY* is the four-digit year.

4 Field Specifications

Download Fields

The following download fields are available in the User Audit report. The column names below reflect the column names in the report, which contain details for each activity. Position refers to the order of columns.

TABLE 2.0 Download Fields Data

Position	Column Name	Data Type	Data Description
1	DateTime	String	The localized initiated date of the activity, in a format based on the user's country. (For example, in the U.S., the format is: *MM/DD/YYYY* where: *MM* is two-digit month of the year. *DD* is the two-digit day of the month. *YYYY* is the four-digit year.)
2	Activity	String	The following financial activities are included in the report: Withdraw money Add money Send money Refund Manage invoices Payouts The following non-financial activities are included in the report: Manage users Funding instruments
3	Action	String	The action performed by the user who logged into PayPal
4	Action Performed By	string	Name of the user who logged into PayPal and performed the action.
5	Reference ID	string	'Reference ID' is the unique id identifying the financial activity. For non-financial activity, this field is blank.

Position	Column Name	Data Type	Data Description
6	Details	string	This field provides detailed information on the action performed by user who logged into PayPal, for the non-financial activities. This field provides additional information on the action performed by user who logged into PayPal, for the financial activities.
7	Currency	string	The currency code for the amount displayed in the **Net Amount** column. **Note**: Available for transactions completed on April 8, 2019 and later. For non-financial activities, this field is blank.
8	Net amount	string	The net amount of the transaction (usually Gross - Fee), in the case of **financial activities**. **Note**: Available for transactions completed on April 8, 2019 and later. For non-financial activities, this field is blank.
8	Login ID	string	Login ID of the user who logged into PayPal and performed the action.
9	User status	string	The account status of the user who performed the action. Shows whether the user account is still active or not. Refer to the **Action Performed By** column for the user's name.

5 Activity Field Mapping Specifications

Withdraw money

Dual control actions will be available from 5th November 2019.

Column Name	Data Description
Activity	The value of this field is ‘Withdraw money’
Action	The action is ‘**Requested’** if dual control is not opted-in for the account for withdraw money flow by the merchant The following actions are supported for the **withdraw money** flow if dual control is opted-in for the account, by the merchant: • Withdraw money initiated • Withdraw money approved • Withdraw money rejected • Withdraw money cancelled
Details	This field is blank if dual control is not opted-in for the account for withdraw money flow, by the merchant The following additional information is provided for the **withdraw money** flow if dual control is opted-in for the account, by the merchant: • For action “Withdraw money initiated”, details field shows ‘approval is required for this action’ if not approved. • For action “Withdraw money rejected” details field shows “user who requested this action and the requested date and time” • For “Withdraw money cancelled”, details field shows “the requested date and time”
Reference ID	‘Reference ID’ is the withdraw money transaction ID.
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the withdraw money transaction. **Note**: Available for transactions completed on April 8, 2019 and later.

Net amount	The net amount of the withdraw money transaction (usually Gross - Fee), **Note**: • Requested - Available for transactions completed on April 8, 2019 and later. Dual control actions available for transactions completed on 16 Oct 2019 and later

Add money

Dual control actions will be available from 5th November 2019.

Column Name	Data Description
Activity	The value of this field is 'Add money'
Action	The action is '**Requested'** if dual control is not opted-in for the account for add money flow by the merchant The following actions are supported for the **add money** flow if dual control is opted-in for the account, by the merchant: • Add money initiated • Add money approved • Add money rejected • Add money cancelled
Details	This field is blank if dual control is not opted-in for the account for add money flow, by the merchant The following additional information is provided for the **add money** flow if dual control is opted-in for the account, by the merchant: • For action "Add money initiated", details field shows 'approval is required for this action' if not approved. • For action "Add money rejected" details field shows "user who requested this action and the requested date and time" • For "Add money cancelled", details field shows "the requested date and time"
Reference ID	'Reference ID' is the add money transaction ID.
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the add money transaction.

	Note: Available for transactions completed on April 8, 2019 and later.
Net amount	The net amount of the add money transaction (usually Gross - Fee), **Note**: Available for transactions completed on April 8, 2019 and later.

Refund

Column Name	Data Description
Activity	The value of this field is ‘Refunds’
Action	The action is ‘**Requested’**
Reference ID	‘Reference ID’ is the refund transaction ID.
Details	This field will include merchant’s invoice id if it exists
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the refund transaction. **Note**: Available for transactions completed on April 8, 2019 and later.
Net amount	The net amount of the refund transaction (usually Gross - Fee), **Note**: Available for transactions completed on April 8, 2019 and later.

Manage invoices

Column Name	Data Description
Activity	The value of this field is ‘Manage invoices’
Action	The following actions are supported for the **Manage invoices** activity: Sent Recorded payment Recorded refund Cancelled
Reference ID	This field displays the invoice ID.
Details	For the **Manage invoices** activity and the **Sent** action, in the scenario of

	batch invoice, the value of this field is "This invoice is sent as part of batch invoice (batch invoice ID)". This field will also include merchant's invoice id if it exists
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the invoice. **Note**: Available for transactions completed on April 8, 2019 and later.
Net amount	The net amount of the invoice (usually Gross - Fee), **Note**: Available for transactions completed on April 8, 2019 and later.

Payouts

Dual control actions are available from 20th Sep 2019.

Activity	The value of this field is 'Payouts'
Action	The action is '**Requested'** if dual control is not opted-in for the account for payout flow by the merchant The following actions are supported for the **payout** flow if dual control is opted-in for the account, by the merchant: • Payout initiated • Payout approved • Payout rejected • Payout cancelled
Reference ID	'Reference ID' is the payout ID
Details	This field is blank if dual control is not opted-in for the account for payout flow, by the merchant The following additional information is provided for the **payout** flow if dual control is opted-in for the account, by the merchant: • For action "Payout initiated", details field shows 'approval is required for this action' if not approved. • For action "Payout rejected" details field shows "user who requested this action and the requested date and time" • For "Payout cancelled", details field shows "the requested date and time"
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the payout transaction. **Note**: Available for transactions completed on 25 May 2019 and later
Net amount	The net amount of the payout transaction (usually Gross - Fee),

Note: Available for transactions completed on 25 May 2019 and later.

Send Money

Available for transactions from 5th Nov 2019.

Column Name	Data Description
Activity	The value of this field is 'Send money'
Action	The action is '**Requested'** if dual control is not opted-in for the account for Send money flow by the merchant
Details	This field is blank if dual control is not opted-in for the account for send money flow, by the merchant
Reference ID	'Reference ID' is the send money transaction ID.
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the send money transaction. **Note**: Available for transactions completed on April 8, 2019 and later.
Net amount	The net amount of the send money transaction (usually Gross - Fee), **Note**: Available for transactions completed on April 8, 2019 and later.

Manage users

Activity	The value of this field is 'Manage users'
Action	The following actions are supported for the **Manage users** activity: Added user User permissions updated Account permission added Account permission removed
Details	For 'Added user' action, this field displays the name of the user added, login ID of the user added, and permissions assigned.

	For ‘User permissions updated’ action, this field displays the name of the user updated, login ID of the user updated, added permissions, and removed permissions. For the ‘Added account permission’ action, this field displays the name and login ID of the user who has been assigned the account access. For ‘Removed account permission’ action, this field displays the name and login ID of the user whose account access has been removed.

Funding instrument

Dual control actions will be available from 6th Nov 2019.

Column Name	Data Description
Activity	The value of this field is ‘Funding instrument’
Action	The following actions are supported for the **Funding instrument** activity, if merchant has not opted in for dual control: • Added bank account • Removed bank account • Confirmed bank account • Added card • Removed card • Confirmed card • Updated card • Set preferred payment method The following actions are supported for the **Funding instrument** activity, if merchant has opted in for dual control: • Add bank - initiated • Add bank - approved • Add bank - cancelled • Add bank – rejected • Remove bank - initiated • Remove bank - approved • Remove bank - cancelled • Remove bank - rejected

<table>
<tr><td></td><td>

Add card - initiated
Add card - approved
Add card - cancelled
Add card - rejected
Remove card - initiated
Remove card - approved
Remove card - cancelled
Remove card - rejected

</td></tr>
<tr><td>Details</td><td>
For the bank-related add/remove actions, this field displays the last four digits of the bank number.

For the card-related actions:

This field displays the last four digits of the card number in Add / Remove card action.
For updated card action, this field displays ‘Attribute changed: <value>; Old value: <value>; New value: <value>’, where ‘Attribute changed’ values can be billing address or expiration date.

For set preferred payment method action, this field displays the last four digits of the card number/ last four digits of the bank number set as preferred funding instrument

The following additional information is provided for the funding instrument flow if dual control is opted-in for the account, by the merchant:

For bank / card related initiated actions, details field shows ‘approval is required for this action’ if not approved.
For bank / card related rejected actions, details field shows “user who requested this action and the requested date and time”.
For bank / card related cancelled actions, details field shows “the requested date and time”.

</td></tr>
</table>

Manage dispute

Available for transactions from 8th Nov 2019

Column Name	Data Description
Activity	The value of this field is 'Manage dispute'
Action	The following actions are supported for the **Disputes** flow • Appealed case • Accepted case • Escalated case • Made offer • Acknowledged return • Provided evidence • Sent message • Provided supporting information • Created case • Canceled case • Updated case
Details	This field contains the transaction ID, merchant's invoice ID (if it exists), the transaction amount and currency related to the case.
Reference ID	'Reference ID' is the Case ID.
Currency	The currency code for the amount (displayed in the **Net Amount** column) of the dispute action. **Note**: Available for transactions completed on April 8, 2019 and later.
Net amount	The net amount of the case (usually Gross - Fee),

6 Integration Guidelines

Following the best practices in this document will help limit broken integrations as PayPal continues to update this report to include additional activities, actions, rows, and columns.

Best Practices for Integration

1. Your integration should be independent of the number of columns or order of columns in this report.
2. Your integration should not be based on a static list of values for any column.
   More values may be added in the future for any column and your integration should be extensible when new values are added.
3. Your integration should consider the format of the detail column for each activity and action because the format of the detail column changes for every activity and its action.
4. The content of the .csv file is localized per the language selection on the PayPal website.

7 Frequently Asked Questions

1. **What is the scope of User Audit report?**

   The beta version of the User Audit report includes activities related to money movements, user permissions, disputes, and funding instruments done on the PayPal website.

   The following financial activities are within the scope of this report:

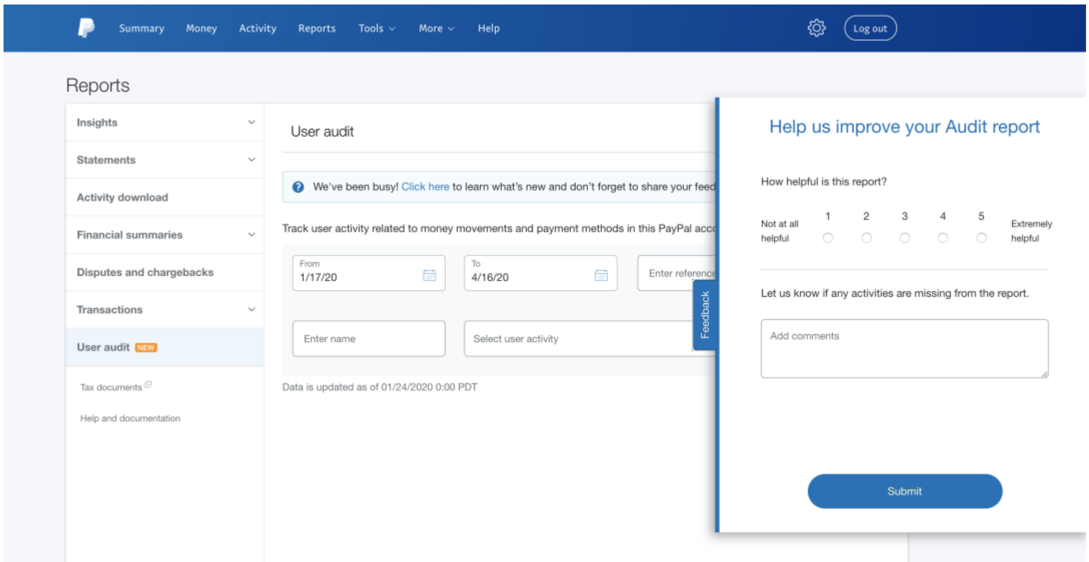
   - Withdraw funds: Transaction to withdraw funds from a PayPal account triggered from the PayPal website. The dual control actions are also included
   - Add money: Transaction to add money from a PayPal account triggered from the PayPal website. The dual control actions are also included
   - Refunds: Refund transaction triggered from the PayPal website.
   - Invoices: Invoice-related actions triggered from the PayPal website.
   - Manage user: Add user, editing permissions triggered for an account from the PayPal website. Manage user activities also include PayPal account linking and unlinking to any user from the PayPal website.
   - Funding instrument: Add Bank/Card, Remove Bank/Card, Confirm Bank/Card, Update card and Set Preferred activities triggered from the PayPal website. Dual control actions are also included for add / remove bank account or card.
   - Payouts: Transaction to pay multiple PayPal accounts, triggered from the PayPal website with or without dual controls.
   - Send Money: Transfer money to a person as family /friends or for goods/services triggered from the PayPal website.
   - Disputes: Appealed case, Accepted case, Escalated case, Made offer, Acknowledged return, Provided evidence, Sent message, Provided supporting information, Created case, Cancelled case, Updated case triggered from PayPal website

2. **Are changes expected in this report?**

   In order to expand the audit capabilities across PayPal products and platforms, we'll continue to update this report with new activities, actions, rows, and columns. We may also update some existing records to align them better with this evolving audit experience.

3. **How can we provide feedback?**

- Click the **Feedback** link on the User Audit report in the PayPal site. Your feedback will help us refine this report.



4. **Is this report available as an SFTP report?**

- This report is available only as an online report on the PayPal website. Please provide **Feedback** to let us know if you need an SFTP report.

5. **Is there an API that provides the user audit details?**

- This report is available only on the PayPal website. Please provide **Feedback** to let us know if you need API support.

6. **Can I give access to this report to all other users on the account?**
This report is available only to the admin user of the PayPal account by default. Admin user can assign ‘Access user audit report’ permission to secondary user for getting access to the report.

8 Sample Report

The following table is a sample Audit Report.

Note: *<User 1>*, *<User 2>*, *<User 3>*, *<Reference ID>*, *<Case ID>*, *<Case ID1>*, *<Case ID2>*, *<Invoice ID>*, *<Merchant Invoice ID>*, *<FirstName1>*, *<FirstName2>*, *<User Login>*, *<Currency code>*, *<Transaction Value>*, *<Currency code>*, *<Transaction Value>*,*<Status of User 1>*, *<LoginID 1>*, *<LoginID 2>*, *<Payouts Batch ID>*, *<old Address>*, *<new Address>*, and *<Expiry date>* are variables for demonstration purposes. Reports generated on the PayPal website display actual data.

Date and Time	Activity	Action	Action performed by	Reference ID	Details	Currency	Net amount	Login ID	User status
10/16/2018 08:42:09	Withdraw money	Requested	*<User 1>*	*<Transaction ID>*		*<Currency Code>*	*<Transaction Value>*	*<LoginID 1>*	*<Status of User 1>*
10/06/2018 08:42:28	Withdraw money	Initiated	<User 1>			*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Withdraw money	Approved	<User 1>			*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Withdraw money	Cancelled	<User 1>		Requested on: 10/06/2018 08:42:28	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Withdraw money	Rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/15/2018 08:42:10	Add money	Requested	*<User 1>*	*<Transaction ID>*		*<Currency Code>*	*<Transaction Value>*	*<LoginID 1>*	*<Status of User 1>*
10/06/2018 08:42:28	Add money	Initiated	<User 1>			*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Add money	Approved	<User 1>			*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Add money	Cancelled	<User 1>		Requested on: 10/06/2018 08:42:28	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Add money	Rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/14/2018 08:42:12	Refund	Requested	*<User 1>*	*<Transaction ID>*		*<Currency Code>*	*<Transaction Value>*	*<LoginID 1>*	*<Status of User 1>*
10/01/2018 08:42:28	Send money	Requested	*<User 1>*	Invoice ID: <Merchant invoice id>	Invoice Id: <Merchant invoice ID>	*<Currency Code>*	*<Transaction Value>*	*<LoginID 1>*	*<Status of User 1>*

10/13/2018 08:42:13	Payouts	Requested	<User 1>	<Payouts Batch ID>		<Currency Code>	<Transaction Value>	<LoginID 1>	<Status of User 1>
10/06/2018 08:42:28	Payouts	Initiated	<User 1>	<Payouts Batch ID>		<Currency Code>	<Transaction Value>	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Payouts	Approved	<User 1>	<Payouts Batch ID>		<Currency Code>	<Transaction Value>	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Payouts	Cancelled	<User 1>		Requested on: 10/06/2018 08:42:28	<Currency Code>	<Transaction Value>	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Payouts	Rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>	<Currency Code>	<Transaction Value>	<LoginId 1>	<Status of User 1>
10/13/2018 08:42:14	Manage invoice	Sent	<User 1>	<Invoice ID>	This invoice is sent as part of batch invoice (batch invoice id) Invoice ID: <Merchant Invoice ID>	<Currency Code>	<Transaction Value>	<LoginID 1>	<Status of User 1>
10/12/2018 08:42:15	Manage invoice	Recorded payment	<User 1>	<Invoice ID>	Invoice ID: <Merchant Invoice ID>	<Currency Code>	<Transaction Value>	<LoginID 1>	<Status of User 1>
10/11/2018 08:42:16	Manage invoice	Recorded refund	<User 1>	<Invoice ID>	Invoice ID: <Merchant Invoice ID>	<Currency Code>	<Transaction Value>	<LoginID 1>	<Status of User 1>
10/10/2018 08:42:17	Manage invoice	Cancelled	<User 1>	<Invoice ID>	Invoice ID: <Merchant Invoice ID>	<Currency Code>	<Transaction Value>	<LoginID 1>	<Status of User 1>
10/06/2018 08:42:23	Funding instrument	Added bank account	<User 1>		Account number: x-4884			<LoginID 1>	<Status of User 1>
10/05/2018 08:42:24	Funding instrument	Removed bank account	<User 1>		Account number: x-4884			<LoginID 1>	<Status of User 1>
10/04/2018 08:42:25	Funding instrument	Confirmed bank account	<User 1>		Account number:x-4884			<LoginID 1>	<Status of User 1>
10/03/2018 08:42:26	Funding instrument	Added card	<User 1>		Card number: x-4884			<LoginID 1>	<Status of User 1>
10/02/2018 08:42:27	Funding instrument	Confirmed card	<User 1>		Card number: x-4884			<LoginID 1>	<Status of User 1>
10/01/2018 08:42:28	Funding instrument	Removed card	<User 1>		Card number: x-4884			<LoginID 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add card - initiated	<User 1>		Card number: x-4884			<LoginId 1>	<Status of User 1>

10/06/2018 08:42:28	Funding instrument	Add card - approved	<User 1>		Card number: x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add card - cancelled	<User 1>		Requested on: 10/06/2018 08:42:28			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add card - rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove card - initiated	<User 1>		Card number: x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove card - approved	<User 1>		Card number: x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove card - cancelled	<User 1>		Requested on: 10/06/2018 08:42:28			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove card - rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add bank - initiated	<User 1>		Account number:x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add bank - approved	<User 1>		Account number:x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add bank - cancelled	<User 1>		Requested on: 10/06/2018 08:42:28			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Add bank - rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove bank - initiated	<User 1>		Account number:x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove bank - approved	<User 1>		Account number:x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove bank - cancelled	<User 1>		Requested on: 10/06/2018 08:42:28			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Remove bank - rejected	<User 1>		Requested on: 13/12/2018 4:59:36 PM; Requested by: <User 2>			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Set preferred payment method	<User 1>		Account number:x-4884 Or Card number: x-4884			<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Funding instrument	Updated card	<User 1>		Card number: x-4884 Attribute changed: Address; Old value: <old Address>; New value: <new Address>; Attribute changed: Expiration Date; Old value: 10/20; New value: 10/24;			<LoginId 1>	<Status of User 1>

10/06/2018 08:42:28	Manage dispute	Appealed case	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Accepted case	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Escalated case	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Made offer	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Acknowledged return	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Provided evidence	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Sent message	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Provided supporting information	<User 1>	<Case ID>	Transaction ID: <Transaction ID> Invoice ID: <Merchant invoice ID> Transaction Amount: <Transaction value1> <Currency code1>	*<Currency Code>*	*<Transaction Value>*	<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Created case	<User 1>	<Case ID>				<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Cancelled case	<User 1>	<Case ID>				<LoginId 1>	<Status of User 1>
10/06/2018 08:42:28	Manage dispute	Updated case	<User 1>	<Case ID>				<LoginId 1>	<Status of User 1>
10/09/2018 08:42:18	Manage user	Added user	*<User 1>*		Name: *<User 2>* Login ID: *<LoginID 2>*			*<LoginID 1>*	*<Status of User 1>*

					Permissions: 'View profile','View balance','View customers'				
10/09/2018 08:42:19	Manage user	Updated user profile	*<User 1>*		Name: *<User 2>* Login ID: *<LoginID 2 >* Attribute changed: [First Name] Old value: [<FirstName1>] New value: [<FirstName2>];			*<LoginID 1>*	*<Status of User 1>*
10/08/2018 08:42:20	Manage user	User permissions updated	*<User 1>*		Permissions Added: ['Edit profile','Cancel payments'], Permissions Removed: ['Send money','Withdraw money'] Name: *<User 2>* Login ID: *<LoginID 2 >*			*<LoginID 1>*	*<Status of User 1>*
10/07/2018 08:42:21	Manage user	Account permission added	*<User 1>*		Name: *<User 2>* Login ID: *<LoginID 2 >*			*<LoginID 1>*	*<Status of User 1>*
10/07/2018 08:42:21	Manage user	Account permission removed	*<User 1>*		Name: *<User 2>* Login ID: *<LoginID 2 >*			*<LoginID 1>*	*<Status of User 1>*