



9. Mandatory information not present

The ePDQ CPI requires a certain amount of data from your website to be able to process a transaction. This error can occur when some of that data is missing.

Other factsheets available to help you make the most of ePDQ:

1. Internet Authentication Service
2. Passphrase mismatch
3. Authorisation and Pre-Authorisation
4. Processing a new sale
5. Unable to Read Configuration File
6. Encrypted data not present
7. ePDQ common error messages
8. Full refund/ Partial refund
10. No data posted to ePDQ CPI
11. Not a Valid Allowed URL
12. Referred transactions

If a 'Mandatory information not present' message appears

This error message implies that one or more of the Mandatory CPI Information fields are missing.

The mandatory information is a set of three fields passed to ePDQ by the card holder's browser when they redirect from your site to the CPI. These 'mandatory CPI information' fields contain the data necessary for us to both process the transaction, and to redirect your customer to the appropriate page after payment.

Further information can be found on pages 21 and 22 of the CPI Integration guide.

Mandatory fields:

epdqdata string=

```
<INPUT name=epdqdata type=hidden value="otx7cGHs8od9G3ZAsjO7gw3fjeTJ3Oy87if6">
```

returnurl=

```
<INPUT type="hidden" name="returnurl" value="http://www.store.co.uk/">
```

merchantdisplayname=

```
<INPUT type="hidden" name="merchantdisplayname" value="My Store">
```

The returned field 'epdqdata' consists of the following values:

```
"clientid=3&password=pwd&oid=123&chargetype=Auth&currencycode=826&total=10.48"
```

The fields highlighted above show the mandatory information ePDQ needs.

For clarification these fields are:

- The epdqdata field (consisting of the client ID, passphrase, order ID, chargetype, currency code and total fields as shown in the first block of highlighted information above).
- The merchantdisplayname field (seen above as My Store and is displayed to the customer on the ePDQ CPI payment page and order status page).
- The returnurl field (seen above as http://www.store.co.uk/, and is the page you want the customer to return to after payment).

If either the merchantdisplayname or returnurl are missing, or the epdqdatastring is present but has any mandatory elements missing (such as the Client ID or chargetype) then the customer will see the "Mandatory Information Not Present" error.

Download more details

For more details about the processes outlined in this fact sheet, please visit www.epdq.co.uk/epdq/cpi (username: **nextstep**, password: **welcome**) to view the CPI Integration Guide and download the information you need.

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