



[https://verifone.cloud/docs/sca-functional-specification/protocol\\_spec/device\\_transaction/cust\\_survey\\_10](https://verifone.cloud/docs/sca-functional-specification/protocol_spec/device_transaction/cust_survey_10)

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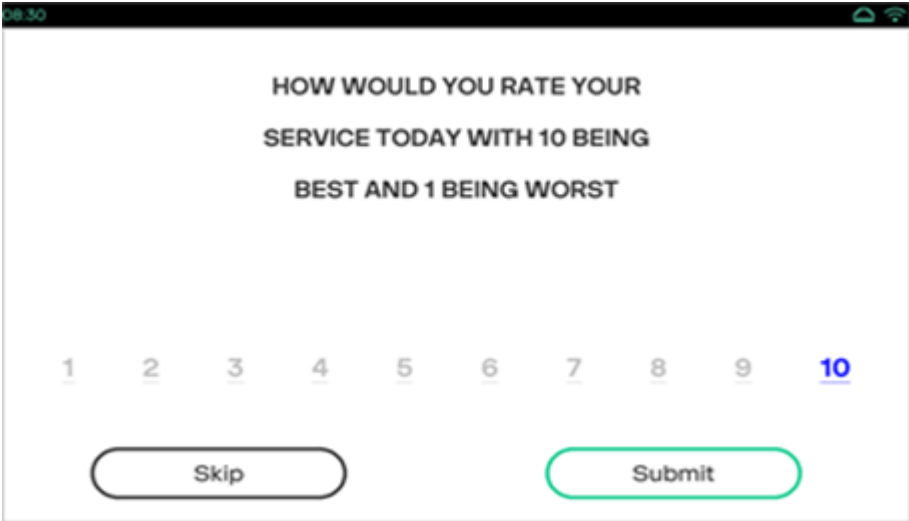
## SURVEY10

This command directs the device to display up to ten (10) lines of message and prompt for 1-10 response.

### Note

The SURVEY10 command is not supported on the e235, P200, and V200 devices.

### Device UI Required

| Display  | User Action        | Terminal Action   |
|--|--------------------|---|
|  | Select the rating. | The device displays the Customer Survey screen with 10 rating option. |

### Request Packet

| Field         | Rule     | Type         | Minimum | Maximum | Value(s) | Description       |
|---------------|----------|--------------|---------|---------|----------|-------------------|
| FUNCTION_TYPE | Required | Static value | N/A     | N/A     | DEVICE   | Type of function. |
| COMMAND       | Required | Static value | N/A     | N/A     | SURVEY10 | Command name      |

| Field          | Rule     | Type      | Minimum | Maximum | Value(s)   | Description   |
|----------------|----------|-----------|---------|---------|--|---|
| DISPLAY_TEXT1  | Optional | Character | 1       | 50      |  | Display text line 1.<br><b>Example:</b> <i>HOW WOULD YOU RATE OUR</i>   |
| DISPLAY_TEXT2  | Optional | Character | 1       | 50      |  | Display text line 2.<br><b>Example:</b> <i>SERVICE TODAY WITH 10 BEING</i>  |
| DISPLAY_TEXT3  | Optional | Character | 1       | 50      |  | Display text line 3.<br><b>Example:</b> <i>BEST AND 1 BEING WORST</i>   |
| DISPLAY_TEXT4  | Optional | Character | 1       | 50      |  | Display text line 4.  |
| DISPLAY_TEXT5  | Optional | Character | 1       | 50      |  | Display text line 5.  |
| DISPLAY_TEXT6  | Optional | Character | 1       | 50      |  | Display text line 6.  |
| DISPLAY_TEXT7  | Optional | Character | 1       | 50      |  | Display text line 7.  |
| DISPLAY_TEXT8  | Optional | Character | 1       | 50      |  | Display text line 8.  |
| DISPLAY_TEXT9  | Optional | Character | 1       | 50      |  | Display text line 9.  |
| DISPLAY_TEXT10 | Optional | Character | 1       | 50      |  | Display text line 10.   |
| RETURN_SCREEN  | Optional | List      | 1       | 15      | <ul style="list-style-type: none"> <li>• IDLE_SCREEN</li> <li>• LINE_ITEM</li> <li>• STAY_CURRENT</li> </ul> | This field indicates the screens, where after executing the request, the application will return. Default settings for return screen is STAY_CURRENT. POS reconciliation. POS Reconciliation field to be echoed back in response to POS. <b>Example:</b> RetailPOS1 |
| POS_RECON      | Optional | Character | 1       | 30      |  | COUNTER is used for a given MAC label. Each COUNTER should be higher than the last one. This is used to authenticate the POS. <b>Example:</b> 100   |
| COUNTER        | Required | Numeric   | 1       | 10      |  |   |

| Field     | Rule     | Type                | Minimum | Maximum | Value(s) | Description   |
|-----------|----------|---------------------|---------|---------|----------|---|
| MAC       | Required | Base64 Encoded Data | N/A     | N/A     |          | Message Authentication Code. This is used to authenticate the POS.  |
| MAC_LABEL | Required | Character           | 1       | 50      |          | Associated label that tells the device which MAC_KEY to use to decrypt the value of MAC. This is used to authenticate the POS. <b>Example:</b> REG1 |

#### Example

Following is an example of request packet

```
<TRANSACTION>
  <FUNCTION_TYPE>DEVICE</FUNCTION_TYPE>
  <COMMAND>SURVEY10</COMMAND>
  <DISPLAY_TEXT1>HOW WOULD YOU RATE YOUR</DISPLAY_TEXT1>
  <DISPLAY_TEXT2>SERVICE TODAY WITH 10 BEING</DISPLAY_TEXT2>
  <DISPLAY_TEXT3>BEST AND 1 BEING WORST</DISPLAY_TEXT3>
  <COUNTER>1</COUNTER>
  <MAC> ... </MAC>
  <MAC_LABEL>REG2</MAC_LABEL>
</TRANSACTION>
```

#### Response Packet

| Field              | Type      | Value                         | Description   |
|--------------------|-----------|-------------------------------|---|
| RESPONSE_TEXT      | Character |                               | Processor response text. <b>Example:</b> Survey Captured  |
| RESULT             | Character |                               | This indicates the Result details. <b>Example:</b> OK   |
| RESULT_CODE        | Numeric   | Expected result code, like -1 | This indicates the result code. Refer to <a href="#">Result/Error Codes</a> for details.  |
| TERMINATION_STATUS | Character | SUCCESS or FAILURE            | This indicates the transaction termination status. This is the overall status of the transaction irrespective of approved or declined. Like, if the output is generated then the status is SUCCESS and if no output is generated then the status will be FAILURE. |

| Field         | Type      | Value   | Description  |
|---------------|-----------|---|--|
| SURVEY10_DATA | Character | 1 , 2, 3, 4, 5, 6,<br>7, 8, 9, 10,<br>0(SKIP) | Returns survey data with selected options. 0 indicates the survey is skipped.          |
| POS_RECON     | Character |   | POS reconciliation field echoed back if sent in request.<br><b>Example:</b> RetailPOS1 |
| COUNTER       | Numeric   |   | Echoes counter sent in the request. <b>Example:</b> 100                                |

### Transaction Performance Metric

#### Note

These fields are returned, if SCAPERFMETRIC parameter ([Application Parameters](#)) is enabled.

| Field     | Type | Value | Description  |
|-----------|------|-------|--|
| UI_TIME   | Time |       | This indicates the time duration, for which the device screen is displayed (like error message, prompt screen, remove card screen) till any user action is performed in the command execution flow. This field is not applicable to capture the time for the Processing, Authorizing and transaction status screen. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. <b>Example:</b> <UI_TIME>44 . 028</UI_TIME>                     |
| HOST_TIME | Time |       | This indicates the time taken for the Connection to the host, sending request and receives data from the host. This field also take the cumulative time for multiple requests which may sent to the host during the transaction including two legged transactions, timeout requests, Auto Last Tran requests, DCC, Credit app proxy. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. <b>Example:</b> <HOST_TIME>1 . 389</HOST_TIME> |
| CMD_TIME  | Time |       | This field indicates the total amount of time for a command, which is executed by the application from request received to the response sent. The format of the returned value would be S.sss, where S is seconds (this can be 0 to any positive integer) and sss is milliseconds. In case of any insignificant time or 0.000 value, will not be returned in the response. <b>Example:</b> <CMD_TIME>70 . 765</CMD_TIME>   |

#### Example

Following is an example of response packet

```
<RESPONSE>
  <TERMINATION_STATUS>SUCCESS</TERMINATION_STATUS>
  <COUNTER>1</COUNTER>
  <RESULT_CODE>-1</RESULT_CODE>
  <RESULT>OK</RESULT>
```

<RESPONSE\_TEXT>Survey Captured</RESPONSE\_TEXT>  
<SURVEY10\_DATA>7</SURVEY10\_DATA>  
</RESPONSE>