



https://verifone.cloud/docs/sca-functional-specification/device_transaction/cust_survey_5_10

Updated: 23-Sep-2025

Customer Survey (5 or 10)

SURVEY5 command directs the device to display up to five (5) lines of message and prompt for 1-5 response. SURVEY10 command directs the device to display up to ten (10) lines of message and prompt for 1-10 response.

Rules

The SURVEY5 and SURVEY10 commands are intended for non-payment purposes and are to be used outside of a payment transaction.

Configuration Parameters

There is no configuration parameter associated with these commands functionality.

SURVEY5 (Message Interface)

The following tables provide corresponding device UI interactions, detailed protocol information, including field descriptions and examples.

Note

The SURVEY5 command is not supported on the e235, P200, and V200 devices.

Device UI Required

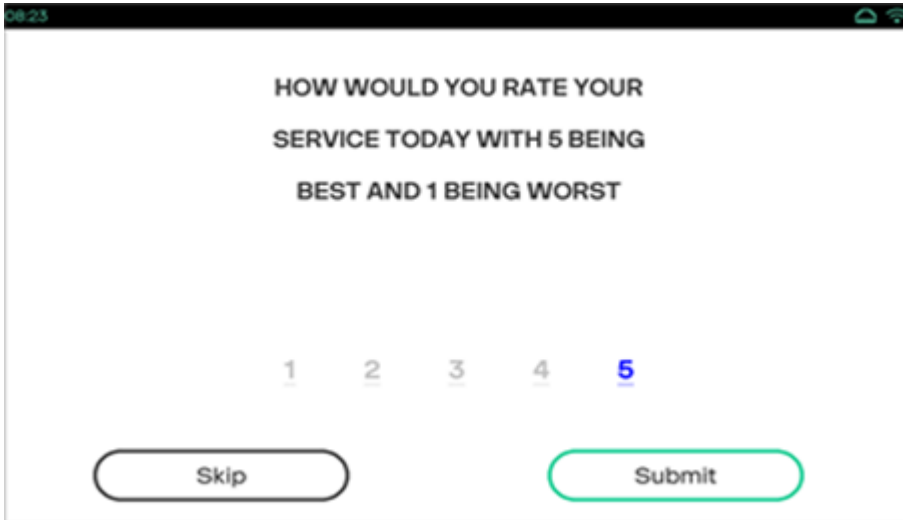
Note

Neo device (M450) is being used to capture screenshots for the Device UI Requirement section.

Display

User Action

Terminal Action



Select the rating. The device displays the Customer Survey screen with 5 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	SURVEY5	Command name
DISPLAY_TEXT1	Optional	Character	1	50		Display text line 1. Example: OUR SERVICE TODAY WITH
DISPLAY_TEXT2	Optional	Character	1	50		Display text line 2. Example:
DISPLAY_TEXT3	Optional	Character	1	50		Display text line 3. Example:
DISPLAY_TEXT4	Optional	Character	1	50		Display text line 4. Example:
DISPLAY_TEXT5	Optional	Character	1	50		Display text line 5. Example:
RETURN_SCREEN	Optional	List	1	15	<ul style="list-style-type: none"> IDLE_SCREEN LINE_ITEM STAY_CURRENT 	This field indicates the screen to return to. If the screen is not specified in the request, the application will return to the current screen. If the return screen is STAY_CURRENT, the application will stay on the current screen.
POS_RECON	Optional	Character	1	30		POS reconciliation. POS Recon is used to request a POS reconciliation back in response to POS. Example: POS_RECON
COUNTER	Required	Numeric	1	10		COUNTER is used for a given POS. COUNTER should be higher than the previous COUNTER to authenticate the POS. Example: COUNTER
MAC	Required	Base64 Encoded Data	N/A	N/A		Message Authentication Code for the POS. Example: BIFasiTOHbkAr/+wA81QpC
MAC_LABEL	Required	Character	1	50		Associated label that tells the user how to use to decrypt the value of MAC to authenticate the POS. Example: MAC_LABEL

Example

Following is an example of request packet

```
<TRANSACTION>
  <FUNCTION_TYPE>DEVICE</FUNCTION_TYPE>
  <COMMAND>SURVEY5</COMMAND>
  <DISPLAY_TEXT1>HOW WOULD YOU RATE OUR SERVICE TODAY WITH</
DISPLAY_TEXT1>
  <DISPLAY_TEXT2>5 BEING BEST</DISPLAY_TEXT2>
  <DISPLAY_TEXT3> AND 1 BEING</DISPLAY_TEXT3>
  <DISPLAY_TEXT4>WORST</DISPLAY_TEXT4>
  <DISPLAY_TEXT5>?</DISPLAY_TEXT5>
</TRANSACTION>
```

Response Packet

Field	Type	Value	Description
RESPONSE_TEXT	Character		Processor response text. Example: Survey Captured
RESULT	Character		This indicates the Result details. Example: OK
RESULT_CODE	Numeric	Expected result code, like -1	This indicates the result code. Refer to Result/Error Codes 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.
SURVEY5_DATA	Character	1, 2, 3, 4, 5, 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. Example: RetailPOS1
COUNTER	Numeric		Echoes counter sent in the request. Example: 100

Transaction Performance Metric

Note

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

Field	Type	Value	Description
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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. Example: <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. Example: <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. Example: <CMD_TIME>70.765</CMD_TIME>

Example

Following is an example of response packet

```
<RESPONSE>
  <RESPONSE_TEXT>Survey Data Captured</RESPONSE_TEXT> <RESULT>OK</
RESULT>
  <RESULT_CODE>-1</RESULT_CODE>
  <TERMINATION_STATUS>SUCCESS</TERMINATION_STATUS>
  <SURVEY5_DATA>1</SURVEY5_DATA>
  <COUNTER>11</COUNTER>
</RESPONSE>
```

SURVEY10 (Message Interface)

The following tables provide corresponding device UI interactions, detailed protocol information, including field descriptions and examples.

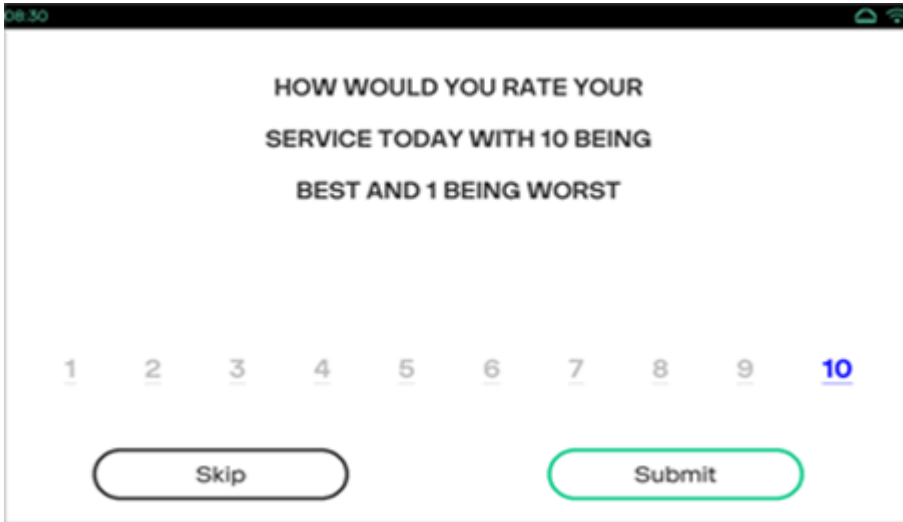
Note

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

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
DISPLAY_TEXT1	Optional	Character	1	50		Display text line 1. Example: <i>HOW WOULD YOU RATE OUR</i>
DISPLAY_TEXT2	Optional	Character	1	50		Display text line 2. Example: <i>SERVICE TODAY WITH 10 BEING</i>
DISPLAY_TEXT3	Optional	Character	1	50		Display text line 3. Example: <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.

Field	Rule	Type	Minimum	Maximum	Value(s)	Description
RETURN_SCREEN	Optional	List	1	15	<ul style="list-style-type: none"> • IDLE_SCREEN • LINE_ITEM • STAY_CURRENT 	<p>This field indicates the screens, where after executing the request, the application will return. Default settings for return screen is STAY_CURRENT.</p> <p>POS reconciliation. POS Reconciliation field to be echoed back in response to POS. Example: RetailPOS1</p>
POS_RECON	Optional	Character	1	30		<p>COUNTER is used for a given MAC label. Each COUNTER should be higher than the last one. This is used to authenticate the POS. Example: 100</p>
COUNTER	Required	Numeric	1	10		<p>Message Authentication Code. This is used to authenticate the POS.</p>
MAC	Required	Base64 Encoded Data	N/A	N/A		<p>Associated label that tells the device which MAC_KEY to use to decrypt the value of MAC. This is used to authenticate the POS. Example: REG1</p>
MAC_LABEL	Required	Character	1	50		

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. Example: Survey Captured
RESULT	Character		This indicates the Result details. Example: OK
RESULT_CODE	Numeric	Expected result code, like -1	This indicates the result code. Refer to Result/Error Codes 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.
SURVEY10_DATA	Character	1 , 2, 3, 4, 5, 6, 7, 8, 9, 10, 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. Example: RetailPOS1
COUNTER	Numeric		Echoes counter sent in the request. Example: 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. Example: <UI_TIME>44.028</UI_TIME>

Field	Type	Value	Description
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. Example: <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. Example: <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>
```