SA - Creating credits (refund)

Introduction

Via a refund an amount previously charged via the authorization or the capture request is credited (e.g. to the customer's credit card or the customer's account).

	The amount is credited to the customer's card	Comments
Credit card	The amount is credited to the customer's card	Comments
Debit payment	The customer is reimbursed with the corresponding amount	For collecting money and refund: According to the new regulation on the transfer of funds (Geldtransferverordnung) address data (name, street, zip, city) is mandatory for cross border bank transfers (EEA / EWR), e.g.: CH, SM, MC, PM, JE, GG. This is mandatory from 2017-11-19. Please use request "updateuser" to update customers address data. This means that the whole address for bank transfers needs to be provided.
Online transfer	The customer is reimbursed with the corresponding amount, Giropay: see footnote Debit payment	For refund for Giropay: According to the new regulation on the transfer of funds (Geldtransferverordnung) address data (name, street, zip, city) is mandatory for cross border bank transfers (EEA / EWR), e.g.: CH, SM, MC, PM, JE, GG. This is mandatory from 2017-11-19. Please use request "updateuser" to update customers address data. This means that the whole address for bank transfers needs to be provided.
e-wallet	The amount is credited to the customer's e-wallet account	
Prepayment	The customer is reimbursed with the corresponding amount, see footnote Debit payment	For refund: According to the new regulation on the transfer of funds (Geldtransferverordnung) address data (name, street, zip, city) is mandatory for cross border bank transfers (EEA / EWR), e.g.: CH, SM, MC, PM, JE, GG. This is mandatory from 2017-11-19. Please use request "updateuser" to update customers address data. This means that the whole address for bank transfers needs to be provided.
Invoice	The customer is reimbursed with the corresponding amount, see footnote Debit payment	For refund: According to the new regulation on the transfer of funds (Geldtransferverordnung) address data (name, street, zip, city) is mandatory for cross border bank transfers (EEA / EWR), e.g.: CH, SM, MC, PM, JE, GG. This is mandatory from 2017-11-19. Please use request "updateuser" to update customers address data. This means that the whole address for bank transfers needs to be provided.
Cash on delivery	The customer is reimbursed with the corresponding amount, see footnote Debit payment	For refund: According to the new regulation on the transfer of funds (Geldtransferverordnung) address data (name, street, zip, city) is mandatory for cross border bank transfers (EEA / EWR), e.g.: CH, SM, MC, PM, JE, GG. This is mandatory from 2017-11-19. Please use request "updateuser" to update customers address data. This means that the whole address for bank transfers needs to be provided.

The payment request that is booked in the transaction account during this request is negative and therefore reduces the amount of the total payment request sum. This request can only be carried out if the balance of the transaction account is settled.

Request "refund"

Common Parameter	Required	Format	Short explanation
txid	+		The txid specifies the payment process within the PAYONE platform Format`NUMERIC(9..12)`
sequencenumber	+		Sequence number for this transaction within the payment process (1..n), e.g. PreAuthorization: 0, 1. Capture: 1, 2. Capture: 2 Required for multi partial capture (starting with the 2nd capture) Format`NUMERIC(1..3)` Permitted values`0..127`
amount	+		Amount of refund (in smallest currency unit! e.g. cent, max. 19 999 999 99). The amount must be less than or equal to the amount of the corresponding booking. Always provide a negative amount Format`NUMERIC(1..10), max. value +/- 19 999 999 99`

currency	+		Specifies currency for this transaction
			
			Format`LIST`
			Permitted values `ISO 4217 (currencies) 3-letter-codes`
			Samples`EUR`
			`USD`
			`GBP`

narrative_text	-		Dynamic text element on account statements Format`CHAR(1..81)` (3 lines with 27 characters each) and credit card statements.
use_customerdata	-		Use account details from debtor's master data Format`LIST`
transaction_param	-		Optional parameter for merchant information (per payment request) Format`CHAR(1..50)` Permitted Symbols `[0-9][A-Z][a-z][.-_/]`

For use_customerdata:

Value	Comment
yes	Uses current account details from debtor's master data (default)
no	Uses the last known account details in the payment process

Parameter (invoice/prepayment/cash on delivery)

iban	o		IBAN to be used for payment or to be checked Format`CHAR(10..34)` Permitted Symbols`[0-9][A-Z]`

bic	o		Bank Identifier Code to be used for payment or to be checked Format `CHAR(8 or 11) Only capital letters and digits, no spaces` Permitted Symbols`[0-9][A-Z]`BIC is optional for all Bank transfers within SEPA. For Accounts from Banks outside of SEPA, BIC is still required.
bankcountry	o		Account type/ country for use with BBAN (i.e. bankcode, bankaccount): DE DE: Mandatory with bankcode, bankaccount, optional with IBAN For other countries than DE please use IBAN or IBAN/BIC Format`LIST`
bankaccount	o		Account number (BBAN) • DE: bankcountry, bankcode and bankaccount may be used. Then IBAN will be generated by PAYONE platform and used for SEPA transactions. • Not DE: Please use IBAN or IBAN / BIC. Format`NUMERIC(1..10)`
bankcode	o		Sort code (BBAN) (only in DE) • DE: bankcountry, bankcode and bankaccount may be used. Then IBAN will be generated by PAYONE platform and used for SEPA transactions. • Not DE: Please use IBAN or IBAN / BIC. Format`NUMERIC(8)`
Parameter (BillSAFE, Klarna, module Invoicing)			
invoiceid	-		Merchant's invoice number Format`CHAR(1..20)`
invoice_delivery mode	-		Parameter defines how documents like invoice, credit notes and reminders should be sent to the customer. Format`LIST` Value / Comments: M — Postal Mail P — PDF (via email) N — no delivery
invoiceappendix	-		Dynamic text on the invoice Format`CHAR(1..255)`
invoice_deliveryd ate	-		Delivery date (YYYYMMDD) Format`DATE(8), YYYYMMDD`
invoice_deliverye nddate	-		Delivery end date (YYYYMMDD) Format`DATE(8), YYYYMMDD`

it[n]	+		Parameter it[n] specifies the item type of a shopping cart item.
			Format `LIST` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

it[n]	Comments	
goods	Goods	
shipment	Shipping charges	
handling	Handling fee	• Not to be used with PDT
voucher	Voucher / discount	• Not to be used with PDT

id[n]	+		Product number, SKU, etc. of this item Format `CHAR(1..32)` Array
			Array elements [n] starting with [1]; serially numbered; max [400] Permitted Symbols `[0-9][A-Z][a-z][` `()[]{} +-_#/:]`

pr[n]	+		Unit gross price of the item in smallest unit! e.g. cent
			Format `NUMERIC(10) max. 19 999 999 99` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

no[n]	+		Quantity of this item Format `NUMERIC(6)` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

de[n]	+		Description of this item. Will be printed on documents to customer. Format `CHAR(1..255)` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

Example

```
de[1]=Product 1
de[2]=Product 2
de[3]=Product 3
...
de[400]=Product 400
```

va[n]	-		VAT rate (% or bp) Format `NUMERIC(4)` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

sd[n]	-		Delivery date (YYYYMMDD) Format `DATE(8), YYYYMMDD` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

ed[n]	-		Delivery period end date (YYYYMMDD) Format `DATE(8), YYYYMMDD` Array
			Array elements [n] starting with [1]; serially numbered; max [400]

Response "refund"

Common Parameter	Required	Format	Comment
status	+	Default	APPROVED / PENDING / ERROR

Parameter (APPROVED)

txid	+		The txid specifies the payment process within the PAYONE platform Format`NUMERIC(9..12)`

Parameter (PENDING)

txid	+		The txid specifies the payment process within the PAYONE platform Format`NUMERIC(9..12)`

Parameter (ERROR)

errorcode	+		In case of error the PAYONE Platform returns an error code for your internal usage. Format`NUMERIC(1..6)`
errormessage	+		In case of error the PAYONE Platform returns an error message for your internal usage. Format`CHAR(1..1024)`

Parameter (credit card – if AVS has been ordered)

protect_result_avs	-	A1	AVS return value, see AVS-Returns (protect_result_avs)