

Reversals via API

Overview

In cases where the outcome of a transaction is unclear due to a disconnection or timeout, you can perform a reversal. This allows you to attempt another transaction and avoid duplicating the amount authorized against the cardholder.

Cases where initiating a reversal is advised:

- You receive a 504 HTTP Gateway timeout response.
- You don't receive a response within an expected window of time and wish to cancel the request.

Availability

Reversal is available to all merchants.

How it works

Step 1: Include the reversal ID in your initial payment request

To perform a reversal at a later stage, the initial payment request **must** include a unique identifier generated by you, so that Verifone can identify the payment you wish to reverse later.

Verifone accepts this unique identifier in a [UUID](#) format, as a header in your payment request with the key name: **x-vfi-api-idempotencykey**

Example

API Reference: <https://verifone.cloud/api-catalog/verifone-ecommerce-api#tag/Ecom-Payments/operation/saleTransaction>

Request Method:

URL: <https://cst.test-gsc.vfims.com/oidc/api/v2/transactions/card>

Header:

Request body

```
{
  "entity_id": "{{entity_id}}",
  "currency_code": "{{currency}}",
  "amount": 1000,
```

```
"merchant_reference": "Payment 123",
"payment_provider_contract": "{{ppc}}",
"stored_credential": {
  "stored_credential_type": "CHARGE",
  "reference": "e03c516d-3ef2-4646-8533-de23575be882",
  "processing_model_details": {
    "processing_model": "UNSCHEDULED_CREDENTIAL_ON_FILE"
  }
}
```

Step 2: Perform a Reversal

Now, in case you were not able to retrieve the result from the transaction in step one, the `x-vfi-api-idempotencykey` can be used again to reverse it.

Example

API Reference: <https://verifone.cloud/api-catalog/verifone-ecommerce-api#tag/Payment-Modifications/operation/reverseTransaction>

Request Method: POST

URL: <https://cst.test-gsc.vfims.com/oidc/api/v2/transactions/reverse>

Header: `x-vfi-api-idempotencykey: a38b85b2-b835-4c37-adec-4b91c3ed0dfb`

Body:

N/A

Response:

```
{
  "id": "6c6564dd-1b53-4c60-82f8-3c0cb8cc36aa",
  "payment_provider_contract": "{{ppc}}",
  "amount": 1000,
  "merchant_reference": "Payment 123",
```

```
"status": "AUTHORIZED",
"status_reason": "Approved",
"arn": "SIMULATORN54NC6B2IGGCRH71KJDY",
"cvv_result": "0",
"details": {
  "auto_capture": false
},
"reason_code": "0000",
"shopper_interaction": "ECOMMERCE",
"stan": "123456",
"threed_authentication": {
  "reversal_status": "NONE",
  "additional_data": {
    "initiator_trace_id": "123456"
  },
  "balance_amount": 0
}
```

From the transaction response, you can see that the reversal attempt was AUTHORISED, the initial payment has now been successfully canceled.

Additional Steps

Query the transaction result

Use the **Read Transaction** endpoint to check the initial transaction ID and observe the reversal being applied.

API Reference: <https://verifone.cloud/api-catalog/verifone-ecommerce-api#tag/Transaction/operation/readTransaction>

Request Method: GET

URL: <https://cst.test-gsc.vfims.com/oidc/api/v2/transaction/{id}>

Header:

N/A

Body:

N/A

Response:

```
{  
.....  
"merchant_reference": "Payment 123",  
"payment_product": "CARD",  
"payment_product_type": "VISA",  
"status": "CANCEL AUTHORISED",  
.....  
}
```