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: `POST`

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

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

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",

……….
}
```