

Refunds

Overview

Refund a payment that has previously been captured. A status of `SALE_SETTLED` is needed before a payment can be refunded. Multiple refunds can be done on a single transaction until the original authorized amount has been refunded completely. You can perform a refund through the [API](#) or through [Verifone Central](#).

Refunds can be matched or unmatched. Matched refunds are processed based on providing the identifiers to the original message. These would include the elements within the **related transaction** section of the transaction object. Unmatched refunds require a new transaction message with a payment instrument.

This documentation page refers to the matched refunds, where the original transaction id to refund is given.

Refunding a transaction via the API

Send `POST/transactions/{id}/refund`.

Note the parameters:

- `id` (required) - Original transaction id to refund.
- `amount` (required) - string (Amount Simple Type) ≤ 32 characters $\wedge((-[0-9]+)|(-?[0-9]+)?\.)\d+)$

The value can be anything from:

- An integer. For currencies that are not typically fractional, such as `JPY`.
 - A three-place decimal fraction. For currencies that are subdivided into thousandths, such as `TND`.
 - An eight-place decimal fraction. For currencies such as Bitcoin.
 - For the required number of decimal places for a currency code, see ISO 4217.
- `reason` - The reason for the refund.

Request example:

POST `'https://qat1.test-gsc.vfims.com/oidc/api/v2/transactions/fc297400-ddbc...'`

```
{
  "amount": 4400
}
```

Response example:

```
{
  "status": "REFUNDED",
  "id": "d43ad789-9af3-4878-ba9d-9b7141deb532",
  "payment_provider_contract": "9d0e6331-7610-404e-a9cc-f1520d3cf148",
  "amount": 4400,
  "customer": "41437fbd-29f1-436e-a674-234d0d339740",
  "merchant_reference": "327515921647",
  "processor_reference": "016153570198200",
  "arn": "MjAyMjEwMzEwNTU3MjUcMjIxMDMxNTU3MjUcNjY3MjAzODYyNTExNjc2OTIwNDk1MxxJc0NyZWRpdA==",
  "authorization_code": "",
  "cvv_result": "0",
  "reason_code": "0000",
  "status_reason": "Approved",
  "rrn": "22103155725",
}
```

```
"shopper_interaction": "ECOMMERCE",
"stan": "55725",
"reversal_status": "NONE",
"additional_data": {
  "initiator_trace_id": "55725",
  "acquirer_response_code": "000"
}
```

The Refund API documentation can be found by accessing the [Refund Payment API](#) page.

Refunding a transaction via Verifone Central

1. Log in to the portal and go to the **Orders/Transaction** page.
2. From the *Orders* view, select the **Transaction ID** from the drop-down menu and type the transaction ID in the search bar.
3. Click on the transaction and navigate to the **Actions** tab.
4. Enter the amount you want to refund and optionally a reason and click **Refund**.