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<https://verifone.cloud/docs/online-payments/payment-actions/refunds>

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## 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  $^((-?[0-9]+)|(-?([0-9]+)?\?.+))\$$

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":
"MjAyMjEwMzEwNTU3MjUcMjIxMDMxNTU3MjUcNjY3MjAzODYyNTEyNjc2OTIwNDk1MxxJc0NyZWZpdA=
",
  "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**.