

## Swish

### Overview

Follow the steps below to issue a refund using Swish from Verifone Central, or eCommerce API.

### Refunding a Swish transaction via Verifone Central

To issue a refund, you need to have Merchant Supervisor rights in Verifone Central.

A shopper who has used Swish to pay for a purchase can request a full or partial refund. This is how you can issue a SALE\_SETTLED transaction refund action for a Swish transaction via Verifone Central:

1. Log in to your Merchant account to Verifone Central.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.

### Orders/Transactions

Transaction ID ▼

Created: 8/1/2024 — 8/31/2024 ▼
Organizations (+1) ▼
Merchant ID ▼
Swish ×
Add filter +
Clear filters

Total: 57 orders
Orders Transactions

Created <span>▲</span>	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount
8/9/2024, 16:21:54	240809152153	-	SwishPay_CST	Swish	360.08 SEK	360.08 SEK
8/9/2024, 16:12:20	240809151219	-	SwishPay_CST	Swish	133.78 SEK	133.78 SEK
8/9/2024, 16:11:02	240809151102	-	SwishPay_CST	Swish	375.60 SEK	375.60 SEK
8/9/2024, 16:09:41	-	-	SwishPay_CST	Swish	300.00 SEK	300.00 SEK
8/9/2024, 16:08:27	240809150826	-	SwishPay_CST	Swish	330.41 SEK	330.41 SEK

Sale 330.41 SEK Ecommerce ×

History Actions Details Customer Documents

#### Actions

Select an action

☒ Refund

Amount

SEK

Max 330.41 SEK

Reason for refund (optional)

Reason

Refund

The **Refund** option is enabled. The following validations are in place:

- The amount cannot be empty.
  - The amount cannot be less than 0.01 SEK and more than 999999999999.99 SEK. Moreover, the amount cannot exceed the remaining amount of the original payment that the refund is for (e.g., 100 SEK, a refund cannot be done for 101 SEK).
  - Only SEK is accepted as currency.
  - The message is optional.
  - Refunds can be done for the full amount or partial amount until the original value is reached.
  - A refund can be made for a payment for 12 months, after this period the refund option is no longer accepted by Swish.
5. Enter the **amount** you want to refund.
  6. Optionally, include a **reason** for the refund.
  7. Click **Refund**.
  8. Reload the *Orders / Transactions* page to see the final status of the refund transaction.

9. If your refund is successful, the shopper is notified in his Swish app.
  - If the recipient of a refund cannot receive push notifications, the refund will be visible in the Swish app next time the recipient logs in. The refund is displayed in the recipient's bank account statement as well.
  - If your refund is successful, the transaction is linked to the original transaction and listed in the transactions report, and details are displayed in the transaction logs.
  - If the recipient of a refund has terminated the Swish agreement since the original payment occurred, you will receive an error message stating that the refund cannot be processed. In this case, the refund must be done through another channel.

## **Refunding a Swish transaction via Verifone eCommerce API**

A Merchant can integrate directly with eCommerce API to initiate a refund and to take the final status of the refund transaction, by using the next API's:

- [Initiate Refund transaction](#)
- [Read the status of the transaction](#)