

UNLINKED REFUND

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Document Purpose

The purpose of this document is to describe the UNLINKED REFUND API Operation to enable merchant developers to integrate their webpages with the IPG Gateway. Refer to the *IPG Gateway – 0 – Overview* document for how this API Operation is used in the merchant processes.

The UNLINKED REFUND API Operation allows the merchant to refund a customer for a transaction that did not occur or is not recorded in the IPG Gateway. This can happen where a merchant has migrated from a previous Payment Services Supplier to the IPG Gateway, or where the transaction was executed in a different system, such as a Point of Sale (POS) Terminal.

1 Session Token API Operation

1.1 Session Token Request

1.1.1 Format

POST Request to Session Token Request URL (see Section 3 of the *IPG Gateway – 0 – Overview* document)

1.1.2 Definition

Parameter	Data Type	Mandatory	Description
merchantId	Integer (18)	Y	Merchant ID that identifies the merchant in the IPG Gateway
password	String (64)	Y	Merchant password in the IPG Gateway
originalMerchantTxId	String (50)	Y	Transaction identifier or Order ID in merchant system of the transaction that is going to be refunded.
allowOriginUrl	String (253)	Y	Merchant's web page URL that will make the Unlinked Refund Request (Section 2.2)
action	String (enum)	Y	"UNLINKEDREFUND"
timestamp	Integer (18)	Y	Milliseconds since 1970-01-01 00:00:00
quickRefund	Boolean	N	<p>A flag to indicate if a quick unlinked refund was performed where no customer information was taken. If set to TRUE:</p> <ul style="list-style-type: none"> A customerId will be generated by the IPG Gateway database The 'customer' and 'payer' parameters should not be supplied and will be ignored The customer name in the IPG Gateway database will be set to 'Quick Unlinked Refund' – this will be the indicator in the Back-Office/Virtual Terminal transactions tables <p>If set to FALSE or omitted, customer information must be supplied in the 'customer' and 'payer' prefixed parameters. A new customer record will be created in the IPG Gateway database using the customerId.</p>
customerId	String (20)	C	<p>The value can be the customer identifier from the merchant system, or omitted or Empty, i.e. "".</p> <p>If omitted or Empty, a value will be auto-generated by the IPG Gateway, and returned to the merchant system in the Auth/Purchase Response – Processed (section 6.11).</p> <ul style="list-style-type: none"> For merchants using Direct API Integration, the value must be the same value returned by the TOKENIZE – API Operation (section 5 in the <i>API Specification</i>). This may be the merchant's system customer identifier that was supplied to the TOKENIZE – API Operation in the Session Token Request (section 5.1 in the <i>API Specification</i>), or a value generated by the TOKENIZE – API Operation: <ul style="list-style-type: none"> If a value was supplied, the <i>quickRefund</i> parameter must be omitted or set to FALSE If omitted or Empty, the <i>quickRefund</i> parameter can be set to TRUE, FALSE or omitted For merchants using the IPG Gateway Hosted Payment Forms or Plugins: <ul style="list-style-type: none"> If a value is supplied, <i>quickRefund</i> must be omitted or set to FALSE <p>If omitted or Empty, a value will be auto-generated by the IPG Gateway and the <i>quickRefund</i> can be set to TRUE, FALSE or omitted</p>
agentId	String (18)	N	Id of the merchant's representative that requests the unlinked refund
brandId	Integer (18)	N	<p>The Brand Id supplied by the IPG Gateway when the merchant account was set up</p> <p>If not provided a default value will be used</p>

Parameter	Data Type	Mandatory	Description
amount	BigDecimal (10.2 or 10.3) BigDecimal (15.2 or 15.3)	Y	Amount to refund.
currency	String (enum)	Y	Currency alphabetic code as defined in the ISO 4217 standard
channel	String (enum)	Y	Transaction channel which indicates if Virtual Terminal (VT) or Cashier was used to create this transaction. Must be “ECOM” when submitted by the merchant’s e-commerce system Note: “MOTO” (for card not present transactions) is reserved for the IPG Gateway Virtual Terminal application
userDevice	String (enum)	N	Type of device used: <ul style="list-style-type: none"> • “MOBILE” • “DESKTOP” • “UNKNOWN” (default value)
country	String (enum)	Y	The country where the transaction took place. If this is not known or unavailable, the <i>customerAddressCountry</i> should be used (see below). The value is the alpha-2 code as defined in the ISO 3166 standard
paymentSolutionId	Integer (18)	Y	Payment solution identifier in the IPG Gateway. This must be ‘500’ for Credit Cards, which is the only supported Unlinked Refund payment solution at present
language	String (enum)	N	The language that the Cashier will be presented in, when loaded to the merchant’s iFrame. <ul style="list-style-type: none"> • If provided, the Cashier will be provided in the language requested • If not provided, the Cashier will be provided in the merchant’s default language The value must be a 2-letter code as defined in ISO 639-1 standard Currently supported languages are: <ul style="list-style-type: none"> • English en • Hungarian hu • Spanish es • German de • Polish pl • Greek el If an unsupported language is provided, either in the field or as the merchant’s default language, English (en) will be used.
merchantNotificationUrl	String (200)	Y	The merchant’s server-to-server communications URL, where the merchant will receive Transaction Result Call (section 12 of the <i>API Specification</i>)
merchantLandingPageUrl	String (200)	N	The merchant’s page URL that is loaded in the customer’s browser, for success/failure messaging to the customer
firstTimeTransaction	Boolean	N	A flag to indicate whether this is the customer’s first-time transaction. This is used in the 3D Secure processing rules. Note: If the IPG Gateway generates the <i>customerId</i> this flag will be set to TRUE. Therefore, the customer will always be subject to 3D Secure if it is set up for the payment card.

Parameter	Data Type	Mandatory	Description
customerDocumentType	String (enum)	N	Type of document used to identify the customer by the merchant, accepted values: <ul style="list-style-type: none"> PASSPORT NATIONAL_ID DRIVING_LICENSE UNIQUE_TAXPAYER_REFERENCE OTHER
customerDocumentNumber	String (30)	C	Customer document number Mandatory if <i>customerDocumentType</i> provided
merchantReference	String (200)	N	Customer merchant reference
customerFirstName	String (50)	N	First name of the customer
customerLastName	String (100)	N	Last name, surname or family name of the customer
customerSex	String (enum)	N	Customer sex: <ul style="list-style-type: none"> M (male) F (female)
customerDateOfBirth	Date	N	Customer date of birth. Format DD/MM/YYYY
customerRegistrationDate	Date	N	Customer registration date on merchant's site. Format DD/MM/YYYY
customerEmail	String (60)	N	Customer email address
customerPhone	String (100)	N	Customer phone number
customerIPAddress	String (39)	N	Customer IP address from where purchase is made. Only IPv4 supported
customerAddressHouseName	String (50)	N	Customer address house name
customerAddressHouseNumber	String (5)	N	Customer address house number
customerAddressFlat	String (5)	N	Customer address flat
customerAddressStreet	String (50)	N	Customer address street
customerAddressCity	String (50)	N	Customer address city
customerAddressDistrict	String (50)	N	Customer address district
customerAddressPostalCode	String (30)	N	Customer address postal code
customerAddressCountry	String (enum)	N	Customer address country The value is the alpha-2 code as defined in the ISO 3166 standard
customerAddressState	String (40)	N	Customer address state
customerAddressPhone	String (100)	N	Customer address phone
customerShippingAddressHouseName	String (50)	N	Customer shipping address house name – can be omitted if same as home address
customerShippingAddressHouseNumber	String (5)	N	Customer shipping address house number – can be omitted if same as home address
customerShippingAddressFlat	String (5)	N	Customer shipping address flat – can be omitted if same as home address
customerShippingAddressStreet	String (50)	N	Customer shipping address street – can be omitted if same as home address
customerShippingAddressCity	String (50)	N	Customer shipping address city – can be omitted if same as home address
customerShippingAddressDistrict	String (50)	N	Customer shipping address district – can be omitted if same as home address
customerShippingAddressPostalCode	String (30)	N	Customer shipping address postal code – can be omitted if same as home address

Parameter	Data Type	Mandatory	Description
customerShippingAddressCountry	String (enum)	N	Customer shipping address country – can be omitted if same as home address The value is the alpha-2 code as defined in the ISO 3166 standard
customerShippingAddressState	String (40)	N	Customer shipping address state – can be omitted if same as home address
customerShippingAddressPhone	String (100)	N	Customer shipping address phone – can be omitted if same as home address
customerBillingAddressHouseName	String (50)	N	Customer billing address house name – can be omitted if same as home address
customerBillingAddressHouseNumber	String (5)	N	Customer billing address house number – can be omitted if same as home address
customerBillingAddressFlat	String (5)	N	Customer billing address flat – can be omitted if same as home address
customerBillingAddressStreet	String (50)	N	Customer billing address street – can be omitted if same as home address
customerBillingAddressCity	String (50)	N	Customer billing address city – can be omitted if same as home address
customerBillingAddressDistrict	String (50)	N	Customer billing address district – can be omitted if same as home address
customerBillingAddressPostalCode	String (30)	N	Customer billing address postal code – can be omitted if same as home address
customerBillingAddressCountry	String (enum)	N	Customer billing address country – can be omitted if same as home address The value is the alpha-2 code as defined in the ISO 3166 standard
customerBillingAddressState	String (40)	N	Customer billing address state – can be omitted if same as home address
customerBillingAddressPhone	String (100)	N	Customer billing address phone – can be omitted if same as home address
payerFirstName	String (50)	N	Payer first name – can be omitted if same as customer
payerLastName	String (100)	N	Payer last name – can be omitted if same as customer
payerEmail	String (60)	N	Payer email – can be omitted if same as customer
payerDateOfBirth	Date	N	Payer date of birth – can be omitted if same as customer. Format DD/MM/YYYY
payerPhone	String (100)	N	Payer phone – can be omitted if same as customer
payerDocumentType	String (enum)	N	Type of document used by the payer to identify himself in merchant's side, accepted values: <ul style="list-style-type: none"> PASSPORT NATIONAL_ID DRIVING_LICENSE UTR OTHER Can be omitted if same as customer
payerDocumentNumber	String (30)	C	Payer document number – can be omitted if same as customer Mandatory if <i>payerDocumentType</i> provided
payerCustomerId	String (20)	N	Customer identifier of the payee in the merchant's system – can be omitted if same as customer
forceSecurePayment	Boolean	N	For Card transactions: <ul style="list-style-type: none"> if True: forces 3D Secure processing no matter the routing rules If False, not provided or NULL: the 3D Secure routing rules in the IPG Gateway are used
processUnknownSecurePayment	Boolean	N	For Card transactions, this determines how "U" (Unknown) responses from the 3DS process are managed: <ul style="list-style-type: none"> True: success and AUTH/PURCHASE is requested False: transaction fails at that stage NULL: value from 3D Secure routing rules are used

Parameter	Data Type	Mandatory	Description
specinCreditCardToken	String (100)	N	Credit Card Token Applies to Credit/Debit Card payments only, see TOKENIZE – API Operation (section 5 in the <i>API Specification</i>)
specinProcessWithoutCvv2	Boolean	N	Allows to process Credit Cards transactions excluding security code CVV2 Default: false. This requires prior authorization by the IPG Gateway and acquirer.
bankMid	String (50)	N	If merchant wishes to control which acquirer bank MID will be used for any given transaction, this is the place to put it. This is considered advanced feature only for very specific scenarios.
storeCard	Boolean	N	If False the IPG Gateway does not store the card for the customer If True the IPG Gateway stores card If Null the IPG Gateway stores the card

1.2 Session Token Response - Processed

1.2.1 Format

JSON

1.2.2 Definition

Parameter	Data Type	Description
result	String (40)	Will always be "success"
merchantId	Integer (18)	The <i>merchantId</i> value received in the Session Token Request (section 1.1)
token	String (40)	The Session Token that is a one-time use, hexadecimal string The Session Token that must only be used for the Load Payment Form Request (Section 2.1) and Unlinked Refund Request (Section 2.2) Session tokens are valid for 3600 second (1 hour) after which they expire Any requests with expired session tokens will be rejected
resultId	String (40)	Hexadecimal string that is to be used in any support request calls
processingTime	Integer (6)	The time in seconds for the process to complete
additionalDetails	Array	Not used – will always be "{}" or not included

1.2.3 Example

```
{
  "result": "success",
  "resultId": "f52cc38a-7815-4f8c-8687-662cc63d56e9",
  "merchantId": "1111111",
  "additionalDetails": {},
  "processingTime": 0,
  "token": "96b7d82e-349f-4880-9b8a-928636437c75"
}
```

1.3 Session Token Response – Not Processed

1.3.1 Format

JSON

1.3.2 Definition

Parameter	Data Type	Description
result	String (40)	Will always be "failure"
errors	String Array	List of issues
resultId	String (40)	Hexadecimal string that is to be used in any support request calls
processingTime	Integer (6)	The time in seconds for the process to complete
additionalDetails	Array	Not used – will always be "{}" or not included

1.3.3 Example

```
{
  "result": "failure",
  "resultId": "bb248d1d-d657-4dbe-9f04-a279b384872c",
  "additionalDetails": {},
  "errors": [ {
    "messageCode": "This field is required in [REQUEST]",
    "fieldName": "password"
  } ],
  "processingTime": 2
}
```


2 UNLINKED REFUND API Operation

2.1 Load Payment Form Request

2.1.1 Format

POST Request to Action Request URL (see Section 3 of the *IPG Gateway – 0 – Overview* document)

2.1.2 Definition

Parameter	Data Type	Mandatory	Description
merchantId	Integer (18)	Y	Merchant ID that identifies the merchant in the IPG Gateway
token	String (40)	Y	Session Token received in the Session Token Response - Processed (section 1.2)
containerId	String	C	ID of the HTML element to wrap the Payment Form. Required for JavaScript based integration.
successCallback	String	C	JS function name to be called in the case of successful transaction Sample function: function handleSuccess(data){ /* code */ }
failureCallback	String	C	JS function name to be called in case of failed/declined transaction Sample function: function handleFailure(data){ /* code */ }
cancelCallback	String	C	JS function name to be called in case of user cancelled transaction Sample function: function handleCancel(data){ /* code */ }
bannerUrl	String	N	A valid URL of a resource (html page, image) to replace the default footer in the Payment Form, with logo
integrationMode	String (enum)	C	Possible values: <ul style="list-style-type: none"> • Inject • iFrame • Standalone

2.1.1 Sample Payment Form Call

UAT JavaScript URL: <https://cashierui-apiuat.test.intelligent-payments.com/js/api.js>

UAT baseUrl: <https://cashierui-apiuat.test.intelligent-payments.com/ui/cashier>

LIVE JavaScript URL: <https://cashierui-api.intelligent-payments.com/js/api.js>

LIVE baseUrl: <https://cashierui-api.intelligent-payments.com/ui/cashier>

Template for Cashier CSS customisation:

<https://cashierui-apiuat.test.intelligent-payments.com/cashier/css/cashier-customisation-template.css>

2.2 Unlinked Refund Request

2.2.1 Format

JSON

2.2.2 Definition

Parameter	Data Type	Mandatory	Description
merchantId	Integer (18)	Y	Merchant ID that identifies the merchant in the IPG Gateway
Token	String (40)	Y	Session Token received in the Session Token Response - Processed (section 1.2)

2.2.3 Example

merchantId=1111111&token=fghij67890fghij67890

2.3 Unlinked Refunds Response – Processed

2.3.1 Format

JSON

2.3.2 Definition

Parameter/Label	Data Type	Description
result	String (40)	"success"
merchantId	Integer (18)	Merchant ID received in the Session Token Request (section 1.1)
originalMerchantTxId	String (50)	Merchant transaction identifier or Order ID of the transaction that is going to be refunded
txId	Integer (18)	Transaction Id of the unlinked refund transaction in the IPG Gateway
amount	BigDecimal (15.2 or 15.3)	Amount refunded
currency	String (enum)	Currency alphabetic code as defined in the ISO 4217 standard
action	String (enum)	"UNLINKEDREFUND"
customerId	String (20)	Customer identifier used in the unlinked refund transaction
pan	String (100)	The IPG Gateway Card Token for the customer's payment card is returned (created in the TOKENIZE – API Operation, section 5 of the <i>API Specification</i>)
brandId	Integer (18)	The Brand Id supplied by the IPG Gateway when the merchant account was set up
status	String (enum)	Transaction status: SET_FOR_REFUND if refund was created successfully. Will be automatically executed at a further stage (fulfilment) ERROR if any error happened so refund did not take place
errors	String (400)	Only applies to ERROR transactions. A brief description of errors.

2.3.3 Example

```
{
  "result": "success",
  "merchantId": 111111,
  "originalMerchantTxId": "abc123",
  "originalTxId": 123, "txId": 546,
  "amount": 12.50,
  "currency": "GBP",
  "customerId": "mgn456",
  "action": "UNLINKEDREFUND",
  "pan": "45ae201ghy23498FjMj701",
  "brandId": 3,
  "paymentSolutionId": 500,
  "status": "SET_FOR_REFUND"
}
```

2.4 Unlinked Response – Not Processed

2.4.1 Format

JSON

2.4.2 Definition

Parameter	Data Type	Description
result	String (40)	Will always be "failure"
merchantid	Integer (18)	Merchant ID received in the Session Token Request (section 1.1)
merchantTxId	String (50)	Transaction identifier or Order ID in merchant system. Generated by the IPG Gateway, if not received in the Session Token Request (section 1.1)
txId	Integer (18)	Transaction id in the IPG Gateway
errors	String Array	List of issues
resultId	String (40)	Hexadecimal string that is to be used in any support request calls
processingTime	Integer (6)	The time in seconds for the process to complete
additionalDetails	Array	Not used – will always be "{}" or not included
errors	String Array	List of errors

2.4.3 Example

```
{
  "result": "failure",
  "merchantId": 111111,
  "originalMerchantTxId": "abc123",
  "originalTxId": 123, "txId": 546,
  "resultId": "7433a8d6-caea-40e6-a6eb-90c11dad61be",
  "additionalDetails": {},
  "errors": [
    {
      "messageCode": "field.nonempty",
      "fieldName": "action"
    }
  ],
  "processingTime": 2
}
```