



Technical Reference EVO Gateway

Refund

June 28, 2021

Changes in contrast to the previous document version

Chapter no.	Key word	Content of change	Author (initials)	Date
All		New document	CE	06/28/2021

About this document

Document Purpose

The purpose of this document is to describe the Refund API Operation to enable merchant developers to integrate their webpages with the EVO Gateway. Refer to the **Technical Reference EVO Gateway – API Operations Overview** for how this API Operation is used in the merchant processes.

The EVO Gateway caters for full or partial refunds. More than one refund can be performed on a single transaction. However, the refund amounts cannot exceed the original transaction amount.

Refunds can only be performed on transactions with the status of **CAPTURED**.

Explanation of role-related terms

Three main roles exist in the complex scenario of payment processing. Depending on the perspective and situation at hand, two of these can act as customers, or two of them as service providers. To enable a clear distinction, systematic use will be made of the following terms:

Merchant or Client

Uses, in its capacity as merchant or services provider, the products of EVO Payments to settle payments for the goods or services it offers. Is the contract partner and thus the direct “customer” of EVO Payments.

Customer or end customer

Customers who purchase goods from the merchant or services from the service provider; are contractual partners of the merchant / service partner and not of EVO Payments.

EVO Payments

EVO Payments provides services connected with payment processing and acts as the link between the parties, especially the merchant / service provider and other establishments such as card organizations and other institutions involved in the processing of payments.

Terms in the EVO Payments XML language

All terms belonging to the EVO Payments XML language are displayed in “Consolas” font in this document (e. g. **additionalDetails**). If such XML terms are separated by line breaks, they do not have a hyphen, as this might lead to misunderstandings in the spelling of the programming terms. Thus, if an XML term is separated by a line break in this document, the line break must be ignored when programming.

Example:

Text in this document text in this document text in this document text in this document text in **additionalDetails** document text in this document text in this Dokument Text in ...

Text when programming: **additionalDetails**

Note bulleting conventions

Two forms of note bulleting are used in this document:

- > Notes providing useful (but not absolutely vital) information:

➔ Please note ...

- > Notes that must be observed under all circumstances to avoid the risk of functional problems:

! It is imperative that ...

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1. Session Token API Operation

1.1 Session Token Request

Format: POST Request to Session Token Request URL (see section 3 of the **Technical Reference EVO Gateway – API Operations Overview**)

Parameter	Data Type	Field length	Man-datory	Comment
merchantId	Integer	18	Yes	The identifier for the merchant in the EVO Gateway provided at on-boarding
password	String	64	Yes	The merchant's password to the EVO Gateway provided at on-boarding
action	String	(enum)	Yes	Must be REFUND
timestamp	Integer	18	Yes	Milliseconds since 1970-01-01 00:00:00
allowOriginUrl	String	253	Yes	The merchant's URL that will make the Refund Request (section 2.1) Cross-Origin Resource Sharing (CORS) headers will allow only this origin.
originalTxId	Integer	18	No	The EVO Gateway transaction ID of the transaction to be refunded This will have been returned in the txId field of the Auth / Purchase Response – Processed (see Technical Reference EVO Gateway – Auth / Purchase / Verify (Direct API Integration) or Technical Reference EVO Gateway – Auth / Purchase / Verify (Hosted Payment Page Integration) , as appropriate to the integration method).
originalMerchantTxId	String	50	Yes	The merchant's original transaction identifier of the transaction to be refunded, that was provided in the merchantTxId field of the Auth / Purchase Session Token Request and Auth / Purchase Request (see Technical Reference EVO Gateway – Auth / Purchase / Verify (Direct API Integration) or Technical Reference EVO Gateway – Auth / Purchase / Verify (Hosted Payment Page Integration) , as appropriate to the integration method)

Parameter	Data Type	Field length	Man-datory	Comment
agentId	String	18	No	Identifier of the merchant's operator or agent on behalf of the end customer, if the operation is not performed by the merchant, and the merchant wants to track the operator who performed the transaction Note: This is not the same as the operatorId or userAgent fields of the Auth / Purchase Session Token Request and Auth / Purchase / Verify Request (see Technical Reference EVO Gateway – Auth / Purchase / Verify (Direct API Integration) or Technical Reference EVO Gateway – Auth / Purchase / Verify (Hosted Payment Page Integration) , as appropriate to the integration method).
amount	BigDeci-mal (10.2 or 10.3) BigDeci-mal (15.2 or 15.3)		Yes	The amount to refund Can be less than or equal to the original transaction amount. Cannot be more than the original transaction amount.
partialRefund Comment	String	500	No	Free text field that allows a comments to be attached to the transaction record in the EVO Gateway

Example

```
action=REFUND&merchantId=167738&password=WcuQNsptvvd2ftu5MMhU&originalMerchantTxId=84Yf5i028qFr3og8rWTo&amount=20&timestamp=1555494136820&allowOriginUrl=http://localhost:8083&originalTxId=11622150
```

1.2 Session Token Response – Processed

Format: JSON

Parameter	Data Type	Field length	Comment
result	String	(enum)	Will always be success
merchantId	Integer	18	The merchantId value received in the Session Token Request (section 1.1)

Parameter	Data Type	Field length	Comment
token	String	40	The Session Token that is a one-time use, hexadecimal string The Session Token that must only be used for the Refund Request (see section 2.1) 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.

Example

```
{
  "result": "success",
  "resultId": "85034083-22dd-49ff-9906-495098c42501",
  "merchantId": "167738",
  "additionalDetails": {},
  "processingTime": 33,
  "token": "72102985-5a92-4cde-a51b-9459d37d97a9"
}
```

1.3 Session Token Response – Not Processed

Format: JSON

Parameter	Data Type	Field length	Comment
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
additionalDetails	Array		Not used – will always be "{}" or not included.

Example

```
{
  "result": "failure",
  "resultId": "99392fc1-bcd9-4fb0-8838-7dc37256cb51",
  "additionalDetails": {},
  "errors": [
    { "messageCode": "This field is required in [REQUEST]", "fieldName": "password" }
  ],
  "processingTime": 4
}
```


2. Refund API Operation

2.1 Refund Request

Format: POST Request to Action Request URL (see section 3 of the **Technical Reference EVO Gateway – API Operations Overview**)

Parameter	Data Type	Field length	Man-datory	Comment
merchantId	Integer	18	Yes	The identifier for the merchant in the EVO Gateway provided at on-boarding This must be the same as that sent in the Session Token Request (section 1.1).
token	String	40	Yes	Session Token received in the Session Token Response – Processed (section 1.2)

Example

merchantId=167738&token=01f58c37-e3a2-43e2-b0d7-a03da130114e

2.2 Refund Response – Processed

Format: JSON

Parameter	Data Type	Field length	Comment
result	String	40	Will always be success
merchantId	Integer	18	The merchantId value sent in the Session Token Request (section 1.1)
action	String	(enum)	Will always be REFUND
merchantTxId	String	50	Transaction identifier or order ID in merchant system Generated by the EVO Gateway, if not received in the Session Token Request (section 1.1).
originalMerchantTxId	String	50	The merchant transaction identifier of the transaction that was refunded
originalTxId	Integer	18	The EVO Gateway transaction ID of the transaction refunded sent in the Session Token Request (section 1.1)
txId	Integer	18	The unique identifier for the refund transaction in the EVO Gateway
amount	BigDecimal (15.2 or 15.3)		The transaction amount refunded sent in the Session Token Request (section 1.1)
currency	String	(enum)	The transaction ISO alpha-3 currency code, as defined in the ISO 4217 standard, used in the original and refund transactions

Parameter	Data Type	Field length	Comment								
customerId	String	20	The EVO Gateway customer identifier used in the original and refund transactions								
pan	String	100	The customer account value / number used in the original and the refund transactions For payment card transactions this is the EVO Gateway Card Token.								
brandId	Integer	18	The brandId value for the original and the refund transaction								
paymentSolutionId	Integer	18	The paymentSolutionId value used in the original and refund transactions								
Status	String	(enum)	<table><tr><td colspan="2">The status of the transaction in EVO Gateway:</td></tr><tr><td>Status</td><td>Condition</td></tr><tr><td>SET_FOR_REFUND</td><td>If REFUND successful</td></tr><tr><td>ERROR</td><td>If an error was returned by the payment process</td></tr></table>	The status of the transaction in EVO Gateway:		Status	Condition	SET_FOR_REFUND	If REFUND successful	ERROR	If an error was returned by the payment process
The status of the transaction in EVO Gateway:											
Status	Condition										
SET_FOR_REFUND	If REFUND successful										
ERROR	If an error was returned by the payment process										
resultId	String	40	Hexadecimal string that is to be used in any support request calls								
additionalDetails	Array		Not used – will always be “{}” or not included								
processingTime	Integer	6	The time in seconds for the process to complete								
customParameter10r ... customParameter200r	String	50	The original 20 x (50 character) free text fields provided by the merchant in the Session Token Request of the Auth/Purchase/Verify API Operation								
customParameter1 ... customParameter20	String	50	The 20 x (50 character) free text fields provided by the merchant in the Session Token Request of the Auth/Purchase/Verify API Operation with the non-Basic Latin characters replaced by a space character These values will have been sent for payment processing.								

Example

```
{
  "amount": "163",
  "resultId": "4fd9f223-bb1a-4879-a6e6-81a10b53bdca",
  "originalMerchantTxId": "Yn5uFTmdNXwe9bYyrNay",
  "txId": "11622786",
  "additionalDetails": {},
  "processingTime": 948,
  "result": "success",
  "merchantId": "167738",
  "brandId": "1677380000",
  "merchantTxId": "1CLe3ImCEPKObYFMdD35",
  "customerId": "zw72ejcNN10L1Vy2zlnw",
  "action": "REFUND",
  "paymentSolutionId": "500",
  "currency": "USD",
  "pan": "8746507628231111",
```

```
"originalTxId": "11622153",
"status": "SET_FOR_REFUND"
}
```

2.3 Refund Response – Not Processed

Format: JSON

Parameter	Data Type	Field length	Comment
result	String	40	Will always be failure
txId	Integer	18	The unique identifier for the refund transaction attempt in the EVO Gateway
errors	String Array		List of errors
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
customParameter10r ... customParameter200r	String	50	The original 20 x (50 character) free text fields provided by the merchant in the Session Token Request of the Auth/Purchase/Verify API Operation
customParameter1 ... customParameter20	String	50	The 20 x (50 character) free text fields provided by the merchant in the Session Token Request of the Auth/Purchase/Verify API Operation with the non-Basic Latin characters replaced by a space character These values will have been sent for payment processing.

Example

```
{
  "result": "failure",
  "resultId": "308802f2-224d-44f5-b256-8d9443a72770",
  "additionalDetails": {},
  "errors": [
    { "messageCode": "This field is required in [TOKEN]", "fieldName": "amount"
    }
  ],
  "processingTime": 173
}
```