

A decorative graphic spanning the width of the page, featuring a blue wave-like shape with a pixelated, mosaic-like texture in shades of blue and white.

Technical Reference EVO Gateway

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

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 **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 | Merchant ID that identifies the merchant in the EVO Gateway |
| password | String | 64 | Yes | Merchant password in the EVO Gateway |
| originalMerchant TxId | String | 50 | Yes | Transaction identifier or Order ID in merchant system of the transaction that is going to be refunded |
| allowOriginUrl | String | 253 | Yes | Merchant's web page URL that will make the Unlinked Refund Request (section 2.2) |
| action | String | (enum) | Yes | UNLINKEDREFUND |
| timestamp | Integer | 18 | Yes | Milliseconds since 1970-01-01 00:00:00 |
| quickRefund | Integer | 1 | No | <p>A flag to indicate if a quick unlinked refund was performed where no customer information was taken.</p> <p>If set to 1 (true):</p> <ul style="list-style-type: none"> > A customerId will be generated by the EVO Gateway database. > The customer and payer parameters should not be supplied and will be ignored. > The customer name in the EVO 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 0 (false) or omitted, customer information must be supplied in the customer and payer prefixed parameters. A new customer record will be created in the EVO Gateway database using the customerId.</p> |

| Parameter | Data Type | Field length | Man-datory | Comment |
|-------------------|--|--------------|------------|---|
| 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 EVO 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 API Specification). 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 API Specification), or a value generated by the Tokenize – API Operation: <ul style="list-style-type: none"> > If a value was supplied, the quickRefund parameter must be omitted or set to FALSE > If omitted or empty, the quickRefund parameter can be set to TRUE, FALSE or omitted > For merchants using the EVO Gateway Hosted Payment Forms or Plugins: <ul style="list-style-type: none"> > If a value is supplied, quickRefund must be omitted or set to FALSE. <p>If omitted or empty, a value will be auto-generated by the EVO Gateway and the quickRefund can be set to TRUE, FALSE or omitted.</p> |
| agentId | String | 18 | No | ID of the merchant's representative that requests the unlinked refund |
| brandId | Integer | 18 | No | <p>The Brand ID supplied by the EVO Gateway when the merchant account was set up</p> <p>If not provided a default value will be used.</p> |
| amount | BigDecimal (10.2 or 10.3) BigDecimal (15.2 or 15.3) | | Yes | Amount to refund |

| Parameter | Data Type | Field length | Man-datory | Comment |
|--------------------------|-----------|--------------|------------|---|
| currency | String | (enum) | Yes | Currency alphabetic code as defined in the ISO 4217 standard |
| channel | String | (enum) | Yes | 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 EVO Gateway Virtual Terminal application |
| userDevice | String | (enum) | No | Type of device used: > MOBILE > DESKTOP > UNKNOWN (default value) |
| country | String | (enum) | Yes | The country where the transaction took place If this is not known or unavailable, the customerAddressCountry should be used (see below). The value is the alpha-2 code as defined in the ISO 3166 standard. |
| paymentSolutionId | Integer | 18 | Yes | Payment solution identifier in the EVO Gateway This must be 500 for Credit Cards, which is the only supported Unlinked Refund payment solution at present. |

| Parameter | Data Type | Field length | Man-datory | Comment |
|--------------------------------|-----------|--------------|------------|---|
| language | String | (enum) | No | <p>The language that the Cashier will be presented in, when loaded to the merchant's iFrame</p> <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 <p>The value must be a 2-letter code as defined in ISO 639-1 standard.</p> <p>Currently supported languages are:</p> <ul style="list-style-type: none"> > English: en > Hungarian: hu > Spanish: es > German: de > Polish: pl > Greek: el <p>If an unsupported language is provided, either in the field or as the merchant's default language, English (en) will be used.</p> |
| merchantNotificationUrl | String | 200 | Yes | The merchant's server-to-server communications URL, where the merchant will receive Transaction Result Call (section 12 of the API Specification) |
| merchantLandingPageUrl | String | 200 | No | The merchant's page URL that is loaded in the customer's browser, for success / failure messaging to the customer |
| firstTimeTransaction | Boolean | | No | <p>A flag to indicate whether this is the customer's first-time transaction. This is used in the 3-D Secure processing rules.</p> <p>Note: If the EVO Gateway generates the customerId this flag will be set to TRUE. Therefore, the customer will always be subject to 3-D Secure if it is set up for the payment card.</p> |
| customerDocumentType | String | (enum) | No | <p>Type of document used to identify the customer by the merchant, accepted values:</p> <ul style="list-style-type: none"> > PASSPORT > NATIONAL_ID > DRIVING_LICENSE > UNIQUE_TAXPAYER_REFERENCE > OTHER |

| Parameter | Data Type | Field length | Man- datory | Comment |
|---|-----------|--------------|----------------|--|
| customerDocumentNumber | String | 30 | C | Customer document number Mandatory if customerDocumentType provided. |
| merchantReference | String | 200 | No | Customer merchant reference |
| customerFirstName | String | 50 | No | First name of the customer |
| customerLastName | String | 100 | No | Last name, surname or family name of the customer |
| customerSex | String | (enum) | No | Customer sex: > M : male > F : female |
| customerDateOfBirth | Date | | No | Customer date of birth Format: DD/MM/YYYY |
| customerRegistrationDate | Date | | No | Customer registration date on merchant's site Format: DD/MM/YYYY |
| customerEmail | String | 60 | No | Customer e-mail address |
| customerPhone | String | 100 | No | Customer phone number |
| customerIPAddress | String | 39 | No | Customer IP address from where purchase is made Only IPv4 supported. |
| customerAddressHouseName | String | 50 | No | Customer address house name |
| customerAddressHouseNumber | String | 5 | No | Customer address house number |
| customerAddressFlat | String | 5 | No | Customer address flat |
| customerAddressStreet | String | 50 | No | Customer address street |
| customerAddressCity | String | 50 | No | Customer address city |
| customerAddressDistrict | String | 50 | No | Customer address district |
| customerAddressPostalCode | String | 30 | No | Customer address postal code |
| customerAddressCountry | String | (enum) | No | Customer address country The value is the alpha-2 code as defined in the ISO 3166 standard. |
| customerAddressState | String | 40 | No | Customer address state |
| customerAddressPhone | String | 100 | No | Customer address phone |
| customerShippingAddressHouseName | String | 50 | No | Customer shipping address house name Can be omitted if same as home address. |

| Parameter | Data Type | Field length | Man-datory | Comment |
|---|-----------|--------------|------------|--|
| customerShippingAddressHouseNumber | String | 5 | No | Customer shipping address house number Can be omitted if same as home address. |
| customerShippingAddressFlat | String | 5 | No | Customer shipping address flat Can be omitted if same as home address. |
| customerShippingAddressStreet | String | 50 | No | Customer shipping address street Can be omitted if same as home address. |
| customerShippingAddressCity | String | 50 | No | Customer shipping address city Can be omitted if same as home address. |
| customerShippingAddressDistrict | String | 50 | No | Customer shipping address district Can be omitted if same as home address. |
| customerShippingAddressPostalCode | String | 30 | No | Customer shipping address postal code Can be omitted if same as home address. |
| customerShippingAddressCountry | String | (enum) | No | 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 | No | Customer shipping address state Can be omitted if same as home address. |
| customerShippingAddressPhone | String | 100 | No | Customer shipping address phone Can be omitted if same as home address. |
| customerBillingAddressHouseName | String | 50 | No | Customer billing address house name Can be omitted if same as home address. |
| customerBillingAddressHouseNumber | String | 5 | No | Customer billing address house number Can be omitted if same as home address. |
| customerBillingAddressFlat | String | 5 | No | Customer billing address flat Can be omitted if same as home address. |
| customerBillingAddressStreet | String | 50 | No | Customer billing address street Can be omitted if same as home address. |

| Parameter | Data Type | Field length | Man- datory | Comment |
|---|-----------|--------------|----------------|---|
| customerBillingAddressCity | String | 50 | No | Customer billing address city Can be omitted if same as home address. |
| customerBillingAddressDistrict | String | 50 | No | Customer billing address district Can be omitted if same as home address. |
| customerBillingAddressPostalCode | String | 30 | No | Customer billing address postal code Can be omitted if same as home address. |
| customerBillingAddressCountry | String | (enum) | No | 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 | No | Customer billing address state Can be omitted if same as home address. |
| customerBillingAddressPhone | String | 100 | No | Customer billing address phone Can be omitted if same as home address. |
| payerFirstName | String | 50 | No | Payer first name Can be omitted if same as customer. |
| payerLastName | String | 100 | No | Payer last name Can be omitted if same as customer. |
| payerEmail | String | 60 | No | Payer e-mail Can be omitted if same as customer. |
| payerDateOfBirth | Date | | No | Payer date of birth Can be omitted if same as customer. Format DD/MM/YYYY |
| payerPhone | String | 100 | No | Payer phone Can be omitted if same as customer. |
| payerDocumentType | String | (enum) | No | 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. |

| Parameter | Data Type | Field length | Mandatory | Comment |
|------------------------------------|-----------|--------------|-----------|--|
| payerDocumentNumber | String | 30 | C | Payer document number Can be omitted if same as customer. Mandatory if payerDocumentType provided. |
| payerCustomerId | String | 20 | No | Customer identifier of the payee in the merchant's system Can be omitted if same as customer. |
| forceSecurePayment | Boolean | | No | For Card transactions: <ul style="list-style-type: none"> > If True: forces 3-D Secure processing no matter the routing rules > If False, not provided or NULL: the 3-D Secure routing rules in the EVO Gateway are used. |
| processUnknownSecurePayment | Boolean | | No | For Card transactions, this determines how "U" (Unknown) responses from the 3DS process are managed True: success and AUTH/PURCHASE is requested False: Transaction fails at that stage NULL: Value from 3-D Secure routing rules are used |
| specinCreditCardToken | String | 100 | No | Credit Card Token Applies to Credit / Debit Card payments only, see Tokenize – API Operation (section 5 in the API Specification). |
| specinProcessWithoutCvv2 | Boolean | | No | Allows to process credit cards transactions excluding security code CVV2 Default: false This requires prior authorization by the EVO Gateway and acquirer. |
| bankMid | String | 50 | No | 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 | | No | If False : The EVO Gateway does not store the card for the customer. If True : The EVO Gateway stores card. If Null : The EVO Gateway stores the card. |

1.2 Session Token Response – Processed

Format: JSON

| Parameter | Data Type | Field length | Comment |
|--------------------------|-----------|--------------|---|
| result | String | 40 | Will always be success |
| merchantId | Integer | 18 | The merchantId 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 seconds (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": "f52cc38a-7815-4f8c-8687-662cc63d56e9",
  "merchantId": "111111",
  "additionalDetails": {},
  "processingTime": 0,
  "token": "96b7d82e-349f-4880-9b8a-928636437c75"
}
```

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 |
| processingTime | Integer | 6 | The time in seconds for the process to complete |
| additionalDetails | Array | | Not used – will always be "{}" or not included |

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

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 | Merchant ID that identifies the merchant in the EVO Gateway |
| token | String | 40 | Yes | 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 | | No | 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: > Inject > iFrame > Standalone |

Sample Payment Form Call

UAT JavaScript URL: <https://cashierui-apiuat.test.evopaymentgateway.com/js/api.js>
 UAT baseUrl: <https://cashierui-apiuat.test.evopaymentgateway.com/ui/cashier>
 LIVE JavaScript URL: <https://cashierui-api.evopaymentgateway.com/js/api.js>
 LIVE baseUrl: <https://cashierui-api.evopaymentgateway.com/ui/cashier>

Template for Cashier CSS customization:

<https://cashierui-api.evopaymentgateway.com/cashier/css/cashier-customisation-template.css>

2.2 Unlinked Refund Request

Format: JSON

| Parameter | Data Type | Field length | Man-datory | Comment |
|-------------------|-----------|--------------|------------|--|
| merchantId | Integer | 18 | Yes | Merchant ID that identifies the merchant in the EVO Gateway |
| Token | String | 40 | Yes | Session Token received in the Session Token Response – Processed (section 1.2) |

Example

```
merchantId=1111111&token=fghij67890fghij67890
```

2.3 Unlinked Refund Response – Processed

Format: JSON

| Parameter | Data Type | Field length | Comment |
|------------------------------|---------------------------|--------------|--|
| result | String | 40 | success |
| merchantId | Integer | 18 | Merchant ID received in the Session Token Request (section 1.1) |
| originalMerchant TxId | 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 EVO 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 EVO Gateway Card Token for the customer's payment card is returned (created in the Tokenize – API Operation, section 5 of the API Specification) |
| brandId | Integer | 18 | The Brand ID supplied by the EVO Gateway when the merchant account was set up |

| Parameter | Data Type | Field length | Comment |
|---------------|-----------|--------------|--|
| status | String | (enum) | Transaction status: <ul style="list-style-type: none"> > 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 |

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 Refund Response – Not Processed

Format: JSON

| Parameter | Data Type | Field length | Comment |
|--------------------------|--------------|--------------|---|
| 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 EVO Gateway, if not received in the Session Token Request (section 1.1) |
| txId | Integer | 18 | Transaction ID in the EVO 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 |

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
}
```