

## 006.Estornar uma transação no Bankworks (Tela | API)

Estornar uma transação que já tenha sido processada pelo bankworks.

### Importante:

**Cancelamento | Void:** cancelamento que ocorre no mesmo dia que a transação foi realizada pelo estabelecimento.

**Desfazimento:** é quando a transação é aprovada pela bandeira, mas por algum motivo a resposta de confirmação não chega ao autorizador / Base 24 e por segurança este envia um desfazimento para garantir que o portador não seja cobrado, **este tipo de transação não poderá ser visualizado em telas do Bankworks apenas do base 24.**

**Later Void | Cancelamento tardio | Estorno:** estorno de uma transação e-commerce IPG que é realizado alguns dias após a confirmação / processamento da transação.

**Reversal | Reversão | Estorno:** estorno realizado no bankworks, quando solicitado a devolução do valor total de um pagamento/transação feita a menos de 30 dias.

**Refund | Estorno :** estorno realizado no bankworks, quando solicitado a devolução do valor parcial de um pagamento/transação feita a mais de 30 dias.

### Tela

01) Logar no Bankworks e na tela "Financial Transaction Slips" buscar pela transação a ser cancelada, relize a busca utilizando informações como data da transação, número do estabelecimento e auth code.

02) Anote as informações dos campos

- a) Retrieval Ref.(Retrieval Reference)
- b) Terminal ID
- c) Value Date
- d) Currency / Valor Total da transação . Obs. O exemplo baixo é uma transação de 3 parcelas, sendo o valor da parcela R\$ 40,00 e o valor total da compra R\$ 120,00.
- e) Transaction date
- f) Auth Code

## FINANCIAL TRANSACTION SLIPS



Institution	00000007	Posting date	23/06/2022
Transaction date	23/06/2022	Value date	27/06/2022
Time	17:04:34		

## FILE/BATCH DETAILS

Slip	22404520525	
Inward file number	00672875	
Original slip	22404520525	
Outward file number	00672896	
Summary	22404520488	
Summary client	90000001	
Src batch	22404520857	Inward MerchTrans
Dest batch	22404521115	Outward MC Install

## TRANSACTION DETAILS

Class	Clearing transactions
Category	Presentments
Type	Merchant Install-03 parcels
Status	Cleared
Reversal	No
DR/CR indicator	-

## CLIENT DETAILS

Client no	90000001
Card no.	5148680000000019
Group no	90000001
Card brand	MC Platinum
Acct no	00000000000
Card organization	Mastercard
Original service type	Credit Card

## MERCHANT DETAILS

Name	TDM AUTOMATION
State	RS
MCC	7512
City	PORTO ALEGRE
Country	BRAZIL
Zip	90050190
Merchant no.	77700000

## CURRENCY/RATE/GR/CHARGE/NET AMOUNTS

Transaction	BRL		40.00	1.60	38.40
Settlement	BRL	1.000000000	40.00	1.60	38.40
Local	BRL	1.000000000	40.00	1.60	38.40
				0.90	39.10
Account	BRL	1.000000000	40.00	0.90	39.10
Recon.		Rate FX Tran Cardholder 0	0.00000	Partial Auth Yes	0.00

CLEARING DETAILS			
Forward. member ID	0021077	Receiv. member ID	0006282
Acquirer ref.	82701722174224045205254	Retrieval ref.	000001344
Trace Id	O	Auth. code	065684
Processing class	ECRD	Settlement date	23/06/2022

CAPTURE DETAILS		FEE DETAILS	
Capture method	eCommerce, Channel Encrypt	Inward fee ID	800
Terminal capability	eCommerce	Fee no	0001780443
Terminal ID	E1103DC4	Outward fee ID	740
Cashback amount	0.00	Fee no	2037542112
		Fee rule	HV

OTHER DETAILS			
Original reference no.	00322404520525	Original presentment slip	
Merchant Street	AVENIDA AURELIANO DE FIGU	Installment number	
External transaction status	Cleared	Favoured bank code	
Related transaction status	Not Applicable	Receivable Unit ID	
NRID		Bank Account Number	

03 ) Acesse a tela "ACQ Batch Refund / Reversal"

**Importante:**

A navegação desta tela deve ser realizada através da tecla TAB, pois alguns campo precisam ser carregados então, clique na tecla TAB

04) Preencher o campo "Client Number" com o número do estabelecimento / EC

05) Navegar com a tecla TAB até o campo "Terminal ID" e preencher o campo

06) Navegar com a tecla TAB até o campo "Tran Category" e preencher o campo

07) Navegar com a tecla TAB até o campo "Value Date" e Preencher o campo

## ACQ BATCH REFUND/REVERSAL

Create batch

Get Batch

### BATCH DETAILS

Client number	77700000	TDM Automation	Institution	00000007
Terminal Id	EII03DC4		Capt Meth	Manual
Tran Type	Merchant Install-03 parcels		Term Cap	No terminal, manual
Tran Category	Presentments		Batch No./No. of Slips	22400005721
Reversal flag	NO		Curr/Amt *	BRL 0.00
Value Date	27/06/2022			

Retrieval ref.	Card number	Transaction date	Auth code	Expiry date	Gross amount	+ Add
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ROWS: 0

< 1 >

Total Entries Total Amount 0.00

Update Batch

Cancel

08) Navegar com a tecla TAB até o campo "Batch No. / No. of Slips" e preencher o campo com o valor "1"

09) Navegar com a tecla TAB até o campo "Curr/Amt" e preencher o campo com o valor total da transação

## ACQ BATCH REFUND/REVERSAL

Create batch

Get Batch

### BATCH DETAILS

Client number	<input type="text" value="77700000"/>	<input type="text" value="TDM Automation"/>	Institution	<input type="text" value="00000007"/>
Terminal Id	<input type="text" value="EII03DC4"/>		Capt Meth	<input type="text" value="Manual"/>
Tran Type	<input type="text" value="Merchant Install-03 parcels"/>		Term Cap	<input type="text" value="No terminal, manual"/>
Tran Category	<input type="text" value="Presentments"/>		Batch No./No. of Slips	<input type="text" value="22400005721"/> <input type="text" value="1"/>
Reversal flag	<input type="text" value="No"/>		Curr/Amt *	<input type="text" value="BRL"/> <input type="text" value="120.00"/>
Value Date	<input type="text" value="27/06/2022"/>			

Retrieval ref.	Card number	Transaction date	Auth code	Expiry date	Gross amount	+ Add
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Rows: 0

< 1 >

Total Entries  Total Amount

Update Batch

Cancel

10) Clicar no botão "+ Add" e verificar que uma grid será apresentada

11) Preencher o campo "Retrival ref."

## ACQ BATCH REFUND/REVERSAL

Create batch

Get Batch

### BATCH DETAILS

Client number	<input type="text" value="77700000"/>	<input type="text" value="TDM Automation"/>	Institution	<input type="text" value="00000007"/>
Terminal Id	<input type="text" value="E1103DC4"/>		Capt Meth	<input type="text" value="Manual"/>
Tran Type	<input type="text" value="Merchant Install-03 parcels"/>		Term Cap	<input type="text" value="No terminal, manual"/>
Tran Category	<input type="text" value="Presentments"/>		Batch No./No. of Slips	<input type="text" value="22400005721"/> <input type="text" value="1"/>
Reversal flag	<input type="text" value="No"/>		Curr/Amt *	<input type="text" value="BRL"/> <input type="text" value="120.00"/>
Value Date	<input type="text" value="27/06/2022"/>			

Retrieval ref.	Card number	Transaction date	Auth code	Expiry date	Gross amount	+ Add
<input type="text" value="000001344"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0.00"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>

Rows: 1

< 1 >

Total Entries  Total Amount

Update Batch

Cancel

12) Navegar com a tecla TAB até o campo "Transaction date" e preencher o campo com a data que a transação foi realizada

13) Navegar com a tecla TAB até o campo "Auth code" e preencher o campo com o código autorizador da transação

14) Navegar com a tecla TAB até o campo "Gross Amount" e preencher o campo com o código autorizador da transação

## ACQ BATCH REFUND/REVERSAL

Create batch

Get Batch

### BATCH DETAILS

Client number	77700000	TDM Automation	Institution	00000007
Terminal Id	EIII03DC4		Capt Meth	Manual
Tran Type	REFUND CREDIT		Term Cap	No terminal, manual
Tran Category	Presentments		Batch No./No. of Slips	22400005721 1
Reversal flag	No		Curr/Amt	BRL 120.00
Value Date	27/06/2022			

Retrieval ref.	Card number	Transaction date	Auth code	Expiry date	Gross amount	+ Add
000001344	514868000000000	23/06/2022	065684	12.2022	120.00	✓

ROWS: 1

< 1 >

Total Entries 0 Total Amount 0.00

Update Batch

Cancel

15) Clicar no botão de check (abaixo do botão "+ Add")



## ACQ BATCH REFUND/REVERSAL

Create batch

Get Batch

### BATCH DETAILS

Client number	<input type="text" value="77700000"/>	<input type="text" value="TDM Automation"/>	Institution	<input type="text" value="00000007"/>
Terminal Id	<input type="text" value="EII03DC4"/>		Capt Meth	<input type="text" value="Manual"/>
Tran Type	<input type="text" value="REFUND CREDIT"/>		Term Cap	<input type="text" value="No terminal, manual"/>
Tran Category	<input type="text" value="Presentments"/>		Batch No./No. of Slips	<input type="text" value="22400005721"/> <input type="text" value="1"/>
Reversal flag	<input type="text" value="No"/>		Curr/Amt	<input type="text" value="BRL"/> <input type="text" value="120.00"/>
Value Date	<input type="text" value="27/06/2022"/>			

Retrieval ref.	Card number	Transaction date	Auth code	Expiry date	Gross amount	+ Add
000001344	514868*****0019	23/06/2022	065684	*****	120.00	 

ROWS: 1

< 1 >

Total Entries  Total Amount

Update Batch

Cancel

16) Clicar no botão "Update Batch"



## ACQ BATCH REFUND/REVERSAL

Create batch

Get Batch

### BATCH DETAILS

Client number	77700000	TDM Automation	Institution	00000007
Terminal Id	EII03DC4		Capt Meth	Manual
Tran Type	REFUND CREDIT		Term Cap	No terminal, manual
Tran Category	Presentments		Batch No./No. of Slips	22400005721 1
Reversal flag	No		Curr/Amt *	BRL 120.00
Value Date	27/06/2022			

#### Info



The batch was created successfully!

OK

#### Retrieval ref. Card number

000001344	514868*****0019
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#### Gross amount

+ Add

120.00

Rows: 1

< 1 >

Total Entries

1

Total Amount

120.00

Update Batch

Cancel

17) É necessário aguardar a execução do processo "Acq Batch Input (000086)", a malha roda automaticamente uma vez ao dia.

18) Após a execução sem erros é só consultar no Bankworks

Tela Financial Transaction Slips

## FINANCIAL TRANSACTION SLIPS



Institution	00000007	Posting date	24/06/2022
Transaction date	23/06/2022	Value date	24/06/2022
Time	03:07:34		

## FILE/BATCH DETAILS

Slip	22404528789	
Inward file number	00677836	
Original slip	22404520525	
Outward file number		
Summary	22404528788	
Summary client	90000001	
Src batch	22404528792	Batch Input Acq
Dest batch	22404528795	Outward IPM Domestic

## TRANSACTION DETAILS

Class	Clearing transactions
Category	Presentments
Type	Refund (Credit)
Status	Processed
Reversal	No
DR/CR indicator	+

## CLIENT DETAILS

Client no	90000001
Card no.	5148680000000019
Group no	90000001
Card brand	MC Platinum
Acct no	000000000000
Card organization	Mastercard
Original service type	Credit Card

## MERCHANT DETAILS

Name	TDM AUTOMATION
State	RS
MCC	7512
City	PORTO ALEGRE
Country	BRAZIL
Zip	90050190
Merchant no.	77700000

## CURRENCY/RATE/GR/CHARGE/NET AMOUNTS

Transaction	BRL		120.00	-4.80	115.20
Settlement	BRL	1.000000000	120.00	-4.80	115.20
Local	BRL	1.000000000	120.00	-4.80	115.20
				-2.46	117.54
Account	BRL	1.000000000	120.00	-2.46	117.54
Recon.		Rate FX Tran Cardholder 0	0.00000	Partial Auth	0.00

CSM ACQUIRING - TRANSACTION DETAILS

ACCOUNTS

TDM Automation

NÃO USAR MDR30

64250744426

77700000002

BRL

MC Credit

Yes

FILTER BY

SOC ID

Date cycle start

01/06/2022

Merchant control number

Date cycle end

30/06/2022

Clear Filter

Search

SOC ID	Record date	Value date	Number slips	Transaction currency	Transaction amount GR	Account amount GR	Account amount CHG	Interchange fee	Account amount net	TRANSACTION_DETAILS_GRID.FULL_LOAN_AMOUNT	Full account amount CHG	Internal transac
22404520851	23/06/2022	27/06/2022	3	BRL	820.00	820.00	27.88	0.00	792.12	0.00	0.00	Paid
22404520856	23/06/2022	27/06/2022	4	BRL	630.00	630.00	21.42	0.00	608.58	0.00	0.00	Paid
22404523217	23/06/2022	27/06/2022	1	BRL	1,592.54	1,592.54	0.00	0.00	1,592.54	0.00	0.00	Posted
00322404520525	24/06/2022	24/06/2022	1	BRL	120.00	120.00	-4.80	0.00	115.20	120.00	4.80	Posted

4

Rows: 145

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1

...

31

32

33

34

35

...

37

>

CSM ACQUIRING - TRANSACTION DETAILS

ACCOUNTS

TDM Automation

NÃO USAR MDR30

64250744426

77700000002

BRL

MC Credit

Yes

FILTER BY

SOC ID

Date cycle start

01/06/2022

Merchant control number

Date cycle end

30/06/2022

Clear filter

Search

status	External transaction status	DR CR indicator	Reversal flag	Transaction class	Transaction category	Transaction type	Merchant name	Summary settlement	Source settlement	File number	Transaction destination	Installment number	Transaction slip
Payment Sent		Credit	No	Source summary information	Source control information	Merchant Deposit	TDM Automation	22404520488	22404520851	00672875	Outward ON-US	0	22404520851
Payment Sent		Credit	No	Source summary information	Source control information	Merchant Deposit	TDM Automation	22404520488	22404520856	00672875	Outward ON-US	0	22404520856
Posted		Debit	No	Source summary information	Payments	Merchant Payments	Merchant Payments	22404522338	22404523217	00672904	Outward ON-US	0	22404523217
Posted		Debit	No	Source summary information	Source control information	Merchant Debit	TDM Automation	22404528788	22404528792	00677836	Outward ON-US	3	22404528792

Rows: 145

1

31

32

33

34

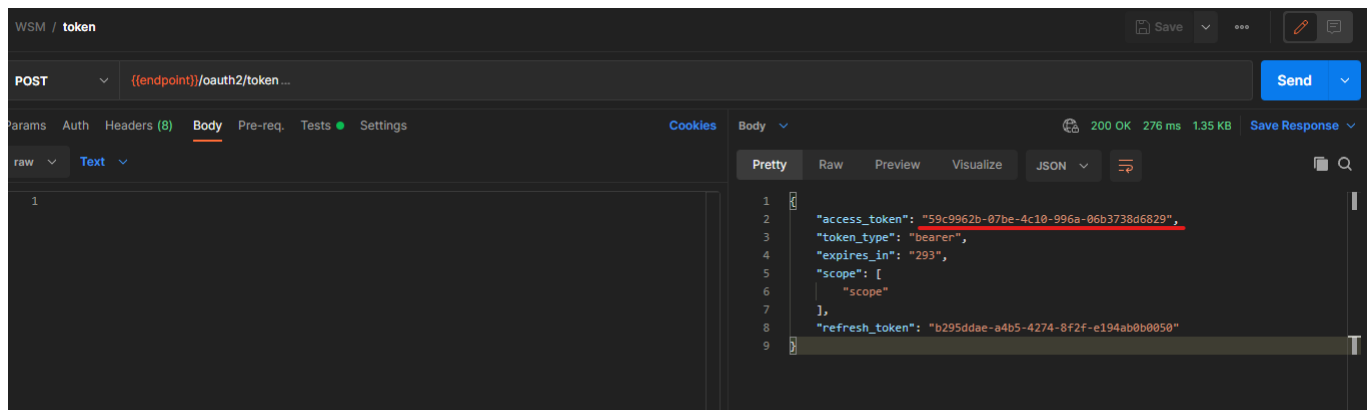
35

37

API

Obs.: Collection e environmet no anexo da página.

01) Gerar o token



02) Em Environments informar o token gerado

**Obs.:** Informar o token mas manter a descrição "Bearer"

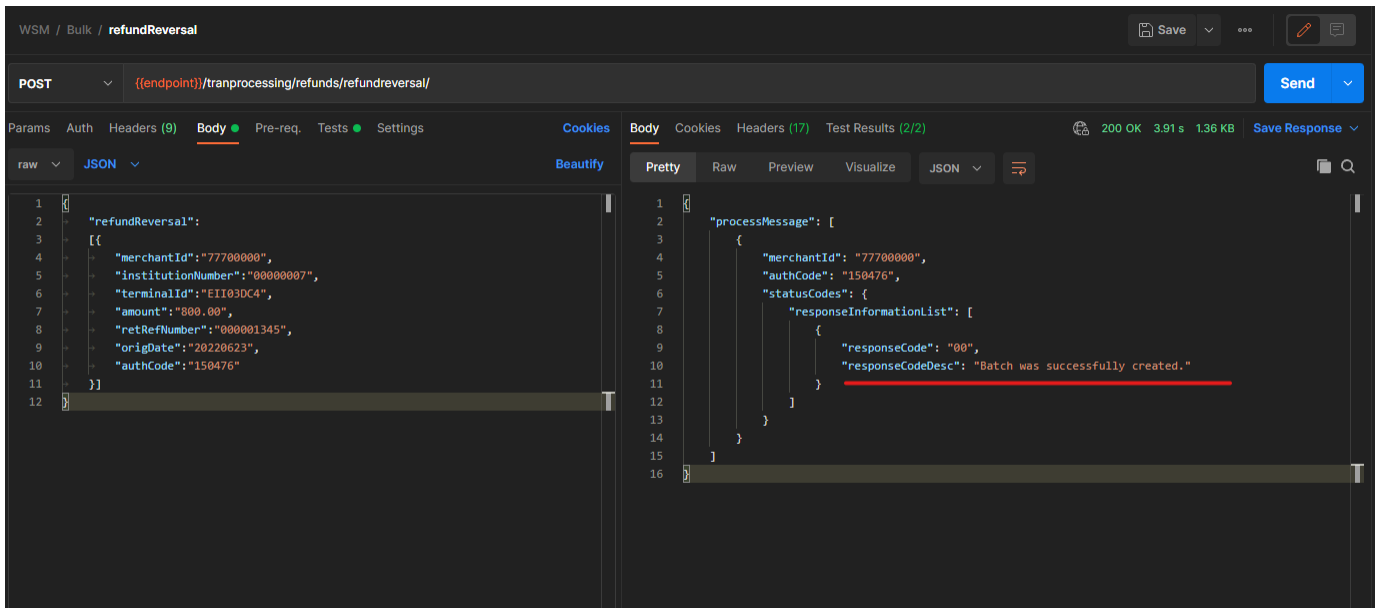
Globals	UAT-WSM	VARIABLE	TYPE	INITIAL VALUE	CURRENT VALUE	...	Persist All	Reset All
Apigee - cat - Portat dev UAT		<input checked="" type="checkbox"/> endpoint	default	https://cat-webfarm.1dc.com/wsm	https://cat-webfarm.1dc.com/wsm			
BYOG		<input checked="" type="checkbox"/> tokenwsm	default	Bearer 59c9962b-07be-4c10-996a-06b3738d6829	Bearer 59c9962b-07be-4c10-996a-06b3738d6829			
UAT-WSM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> response_success	default	"responseCode":"00"	"responseCode":"00"			
		<input checked="" type="checkbox"/> tokenFrm	default					
		Add a new variable						

03) Exibir os campos do JSON "Refund Reversal"

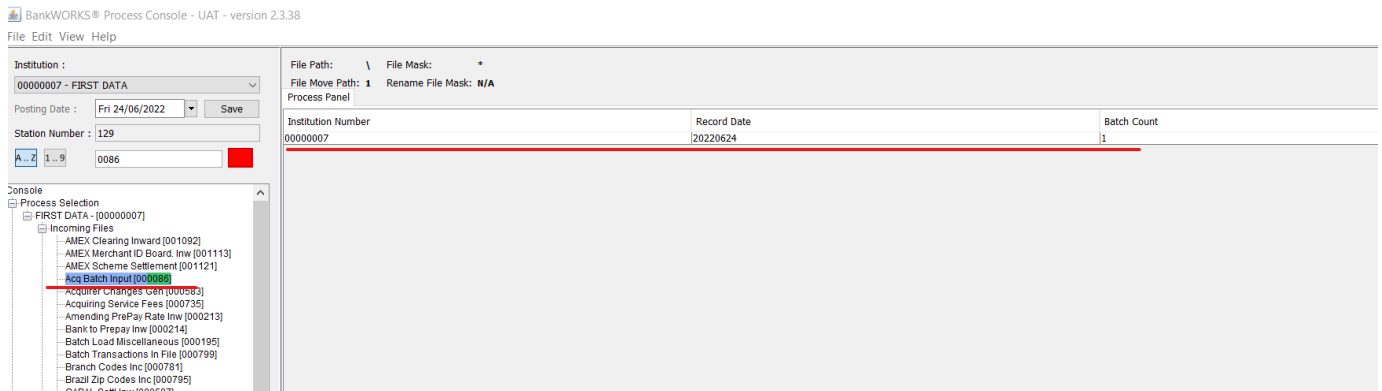
04) Preencher os campos:

- MerchantID: número do estabelecimento
- InstitutionNumber: informar o número da instituição com 7 zeros a frente, no caso da instituição 10 utilizar 6 zeros
- TerminalId: informar o terminal id que gerou a transação
- Amount: informar o valor total da transação
- retRefNumber: informar o número do retrieval reference da transação
- origDate: informar a data que a transação foi realizada (AAAAMMDD)
- authCode: informar o código autorizador da transação

**Obs.:** todas estas informações são encontradas no Bankworks na tela "Financial Transaction Slips"



05) É necessário aguardar a execução do processo "Acq Batch Input (000086)", a malha roda automaticamente uma vez ao dia.



06) O processo deve ser executado sem erros

22509392381 : < Inst: 0007 - FIRST DATA > - 000086 - Acq Batch Input

22509392486 : < Inst: 0007 - FIRST DATA > - 000086 - Acq Batch Input

22509392487 : - 000086 - Phase 1

22509392489 : 007 - 000583 - Acquirer Changes Gen

22509392495 : - 000086 - Phase 2

22509392496 : - 000086 - Phase 3

22509392497 : - 000086 - Posting source

22509392498 : - 000086 - Posting dest.

4

2

2

Message Log Criteria

Execution Summary

Parameter Details

Process Details

File Summary

Message Code :

...

Message Type :

All

Number Of Messages :

☐

Sort Messages In Reverse Timing Order

☐

Include Subprocess Messages

Display Message Log

07) Após a execução sem erros é só consultar no Bankworks na

Tela Financial Transaction Slips

## FINANCIAL TRANSACTION SLIPS



Institution	00000007	Posting date	24/06/2022
Transaction date	23/06/2022	Value date	24/06/2022
Time	13:05:26		

## FILE/BATCH DETAILS

Slip	22404528739	
Inward file number	00677834	
Original slip	22404520520	
Outward file number		
Summary	22404528738	
Summary client	90000001	
Src batch	22404528744	Batch Input Acq
Dest batch	22404528751	Outward IPM Domestic

## TRANSACTION DETAILS

Class	Clearing transactions
Category	Presentments
Type	Refund (Credit)
Status	Processed
Reversal	No
DR/CR indicator	+

## CLIENT DETAILS

Client no	90000001
Card no.	5547220000000102
Group no	90000001
Card brand	MasterCard
Acct no	00000000000
Card organization	Mastercard
Original service type	Credit Card

## MERCHANT DETAILS

Name	TDM AUTOMATION
State	RS
MCC	7512
City	PORTO ALEGRE
Country	BRAZIL
Zip	90050190
Merchant no.	77700000

## CURRENCY/RATE/GR/CHARGE/NET AMOUNTS

Transaction	BRL		800.00	-32.80	767.20
Settlement	BRL	1.000000000	800.00	-32.80	767.20
Local	BRL	1.000000000	800.00	-32.80	767.20
				-12.00	788.00
Account	BRL	1.000000000	800.00	-12.00	788.00
Recon.		Rate FX Tran Cardholder 0	0.00000	Partial Auth	0.00

CSM ACQUIRING - TRANSACTION DETAILS

ACCOUNTS

TDM Automation NÃO USAR MDR30 64250744426 77700000002 BRL MC Credit Yes

FILTER BY

SOC ID Date cycle start 01/06/2022  
Merchant control number Date cycle end 30/06/2022

Clear Filter Search

SOC ID	Record date	Value date	Number slips	Transaction currency	Transaction amount GR	Account amount GR	Account amount CHG	Interchange fee	Account amount net	TRANSACTION_DETAILS_GRID.FULL_LOAN_AMOUNT	Full account amount CHG	Internal transaction
00522404520520	24/06/2022	24/06/2022		BRL	153.44	153.44	0.00	0.00	153.44			Posted
00522404520520	24/06/2022	24/06/2022	1	BRL	800.00	800.00	-32.80	0.00	767.20	800.00	32.80	Posted
00522404520520	24/06/2022	24/06/2022		BRL	153.44	153.44	0.00	0.00	153.44			Posted
00522404520520	24/06/2022	24/06/2022		BRL	153.44	153.44	0.00	0.00	153.44			Posted

Printed: 146

CSM ACQUIRING - TRANSACTION DETAILS

ACCOUNTS

TDM Automation NÃO USAR MDR30 64250744426 77700000002 BRL MC Credit Yes

FILTER BY

SOC ID Date cycle start 01/06/2022  
Merchant control number Date cycle end 30/06/2022

Clear Filter Search

Transaction status	External transaction status	DR CR indicator	Reversal flag	Transaction class	Transaction category	Transaction type	Merchant name	Summary settlement	Source settlement	File number	Transaction destination	Installment number	Transaction slip
Posted		Credit	No	Clearing transactions	Adjustment	Misc. CR transaction	Credit	22404529438	22404529450	00677858	Outward ON-US	5	22404529444
Posted		Debit	No	Source summary information	Source control information	Merchant Debit	TDM Automation	22404528738	22404528744	00677834	Outward ON-US	5	22404528744
Posted		Credit	No	Clearing transactions	Adjustment	Misc. CR transaction	Credit	22404529438	22404529452	00677858	Outward ON-US	5	22404529440
Posted		Credit	No	Clearing transactions	Adjustment	Misc. CR transaction	Credit	22404529438	22404529451	00677858	Outward ON-US	5	22404529442