

Wirecard CEE Integration Documentation



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refund

refund is one of the transaction-based operations (back-end operations) offered by Wirecard Checkout Page and Wirecard Checkout Seamless. This operation creates a credit note for the specified order. This operation can only be done after the order has been debited and the corresponding day-end closing has been done and the financial service provider supports this operation.

The **required order** of the required request parameter values when computing the **fingerprint** for Wirecard Checkout Page is:

customerId, shopId, toolkitPassword, secret, command, language, orderNumber, amount and currency.

The **required order** of the required request parameter values when computing the **fingerprint** for Wirecard Checkout Seamless is:

customerId, shopId, password, secret, language, orderNumber, amount and currency.

If supported by the financial service provider it is possible to **refund only a part** of the deposited amount. For this operation you **may need to send additional information** about the items you will refund or, depending on the payment method, the items which will remain with your consumer. Use the additional optional request parameters parameters for the shopping basket.

When submitting these **additional optional request parameters** you need to append the relevant parameters when calculating the fingerprint according to the **fingerprint order** described in the corresponding section.

Additional required request parameters

| Parameter | Data type | Short description |
|-------------|--|--------------------------|
| orderNumber | Numeric with a fixed length of 9. | Order number of payment. |
| amount | Amount | Debit amount. |
| currency | Alphabetic with a fixed length of 3 or numeric with a fixed length of 3. | Currency code of amount. |

Additional optional request parameters

For refunds there are additional parameters available. When multiple deposits and refunds are made the orderReference may not suffice as sole reference. An additional **reference for each operation** can therefore be set with the parameter **merchantReference**.

On the other hand for some payment methods information about the **basket items** on each refund is required, especially if only a part of the order is refunded. For this purpose the following basket parameters are available.

Although the following parameters are in general optional, either **all parameters** need to be set **or none**, except for `basketItem(n)Description` and `basketItem(n)ImageUrl` which remain optional.

| Parameter | Within fingerprint | Data type | Short description |
|---|--------------------|--|--|
| <code>merchantReference</code> | Required if used. | ASCII with a variable length of up to 128 characters, but may differ for specific payment methods. | Unique order reference ID sent from merchant to financial institution. |
| <code>basketItems</code> | Required if used. | Numeric. | Number of items in shopping basket. |
| <code>basketItem(n)ArticleNumber</code> | Required if used. | Alphanumeric with special characters. | Unique ID of article n in shopping basket. |
| <code>basketItem(n)Description</code> | Required if used. | Alphanumeric with special characters. | Product description of article n in shopping basket. |
| <code>basketItem(n)ImageUrl</code> | Required if used. | Alphanumeric with special characters. | URL to an image of each item. |
| <code>basketItem(n)Name</code> | Required if used. | Alphanumeric with special characters. | Product name of article n in shopping basket. |
| <code>basketItem(n)Quantity</code> | Required if used. | Numeric | Items count of article n in shopping basket. |
| <code>basketItem(n)UnitGrossAmount</code> | Required if used. | Amount | Price per unit of article n in shopping basket with taxes. |
| <code>basketItem(n)UnitNetAmount</code> | Required if used. | Amount | Price per unit of article n in shopping basket without taxes. |
| <code>basketItem(n)UnitTaxAmount</code> | Required if used. | Amount | Tax amount per unit of article n in shopping basket. |
| <code>basketItem(n)UnitTaxRate</code> | Required if used. | Percentage of tax, e.g. 20 or 19.324. Up to 3 fractions. | Percentage of tax per unit of article n in shopping basket. |

Since 21st April, 2016 the following parameters shall not be used since they result in technical restraints e.g. regarding the calculation of taxes. Existing implementations may still use these parameters, however, a complete replacement with the parameters mentioned above is recommended. Partial replacement leads to an error, therefore use all new parameters and remove all legacy parameters when replacing. If the legacy parameters are passed in parallel to the parameters described above, the data of the legacy parameters are ignored.

| Shopping basket data | | | |
|-----------------------------|------------------------|--|---|
| | Parameter | Data type | Short description |
| LEGACY | basketAmount | Amount | Overall amount of shopping basket. |
| | basketCurrency | Alphabetic with a fixed length of 3 or numeric with a fixed length of 3. | Code of currency based on ISO 4217. |
| | basketItem(n)UnitPrice | Amount | Price per unit of article n in shopping basket without taxes. |
| | basketItem(n)Tax | Amount | Tax amount of article n in shopping basket. |

Since the purpose and handling of these parameters are similar visit request parameters on shopping basket data for further information and details.

Fingerprint calculation

The **required order** of the parameter values when computing the **fingerprint** is: merchantReference, basketItems, basketItem1ArticleNumber, basketItem1Quantity, basketItem1Description, basketItem1Name, basketItem1ImageUrl, basketItem1UnitGrossAmount, basketItem1UnitNetAmount, basketItem1UnitTaxAmount, basketItem1UnitTaxRate, basketItem2ArticleNumber, basketItem2Quantity, basketItem2Description, basketItem2Name, basketItem2ImageUrl, basketItem2UnitGrossAmount, basketItem2UnitNetAmount, basketItem2UnitTaxAmount, basketItem2UnitTaxRate, ...

Payment facilitator model

When handling credit card payments in a marketplace with multiple merchants, each payment needs to be individually deposited for each merchant and, if necessary, also a refund or recur payment is carried out for each merchant.

When refunding a partial amount for one of the merchants, the payment facilitator parameters must be provided for the back-end operation refund but with the data of the respective merchant. The shopping basket data should also be provided containing the items the respective merchant has shipped.

Regarding the **fingerprint calculation**, the relevant payment facilitator parameters are appended to the shopping basket parameters in the described order.

Additional response parameters

| Parameter | Data type | Short description |
|------------------|-----------------------------------|--------------------------|
| creditNumber | Numeric with a fixed length of 9. | Number of credit note. |

FAQ

When can I do a refund?

A refund can only be done for an order for which the deposit has already been done.

Is it possible to do one refund for several orders?

No, one refund can only be done on one order. In such cases you have to do a refund for each order.

Is it possible to do multiple split refunds up to the deposited amount?

Yes, Wirecard does support this operation; however, it must also be supported by your financial service provider.