

Request for refund in partial amount in monetary funds, shopping cart (refund.do)

The request used for partial refund is `refund.do` in which the refunded cart items must be passed. On this request, the funds spent on the order will be returned to the payer.

The request will end with an error if the funds have not been debited for this order. Multiple refunds are available, but not exceeding the initial amount debited.

For error-free processing of the request it is sufficient to pass the `quantity` and `positionId` parameters.

In a refund request, the cart is specified in the `refundItems` block.

- In case of a full refund, passing the cart of items data is optional.
- When making a refund for an amount that differs from the amount that has been charged (except for passing the «0» value), the data about the cart of items must be mandatory passed.
- In case of making several refunds for orders with carts, all of those refunds must be performed using the algorithm for making a refund with the cart data passed.
- The refund amount (in money) in the cart must not exceed the confirmed amount of the original order (for `autoRefund` requests, the composite sums of money and points are compared).
- Prices of all the items in the cart must be specified in the same currency (if the currency of items is to be specified) and must match the currency of the original order. For Sberbank «Spasibo» the order currency must be Russian rubles (643-RUB).
- Line items missing in the original order are forbidden for passing in the cart. A check is carried out whether given item in the refund cart is present in the original order. The `positionId`, `name`, and `itemCode` must match. If at least one value does not coincide, it is considered that the line item is missing from the original order.
- The value of `quantity` elements in the completion request cart must not exceed the value of the same parameter in the registration order cart.
- The `itemAmount` parameter value of the `items` block must not exceed the value of the same parameter in the original order. For `autoRefund` request the system compares the value of `itemAmount` in `items` block with the amount of money and points for the same position in the original order.
- All cart parameters are checked for compliance with the required format (length).

If at least one of the above conditions is not met, the order refund request is considered to be incorrectly generated and the payment gateway must refund an error.

In this document, the following data type conventions are used when describing request and response parameters:

- `A<n>` – a sequence of Latin letters of length `<n>`;
- `A..<n>` – a sequence of Latin letters with a length not exceeding `<n>`;
- `N<n>` – a sequence of digits of length `<n>`;
- `N..<n>` – a sequence of digits with a length not exceeding `<n>`;
- `AN<n>` – a sequence of Latin letters and numbers of fixed length `<n>`;

- AN.. <n> - a sequence of Latin letters and numbers with a length not exceeding <n>;
- ANS<n> - a sequence of Latin letters, numbers and characters of fixed length <n>
- ANS.. <n> - a sequence of Latin letters, numbers and characters with a length not exceeding <n>;
- UTC - date and time, in this case: the date must be passed without specifying the time zone, Moscow time, for the SOAP protocol, the standard encoding xs: dateTime is used.

Request parameters

Name	Type	Mandatory	Description	FFD version
userName	AN..30	Yes	Login of the service account of the merchant.	All versions.
password	AN..30	Yes	Merchant's service account password.	All versions.
orderId	ANS36	Yes	Identifier of the order in the payment system. It is unique within the system. Missing if order registration failed due to an error detailed in ErrorCode.	All versions.
amount	N..12	Yes	Refund amount in the order currency (in minimum currency units). The refund amount must match the total of amounts of all refunded items.	All versions.
refundItems	Not applicable	Yes	Tag for transferring information about returned goods - item number in the request, name, details, unit of measure, quantity, currency, item code, discount, agent's benefit.	All versions.
language	A2	No	Language in the ISO 639-1 encoding. If the language is not specified, the default language defined in the store settings is used.	All versions.
additionalOfdParams	Data block for transferring additional parameters of the OFD	No	<p>If the additionalOfdParams block was transferred during the registration of the order, it can be transferred during the refund. In this case, the values of some parameters transferred during registration can be changed.</p> <p>The transfer of this block is possible only when using the following OFDs:</p> <ul style="list-style-type: none"> • ATOL; • Business.Ru; • Evotor. <p>(Go to description.)</p>	1.05 and later versions.

Name	Type	Mandatory	Description	FFD version
jsonParams		No	<p>Additional parameters of the request. Format: {«Name1»: «Value1», «Name2»: «Value2»}.</p> <p>It is forbidden to pass reserved names in the parameter (if they are passed, the order may be rejected):</p> <ul style="list-style-type: none"> • sbrf_spasibo:amount_bonus • sbrf_sbermiles:amount_bonus • loyaltyId 	All versions.

refundItems

refundItems contains the following elements.

A parameter included in a block and indicated as mandatory is only mandatory within that block. If the section is optional and missing, then the parameters included in it should not be passed.

Name	Type	Mandatory	Description	FFD version
items	Not applicable	No	<p>Array of blocks describing line items in the cart. Information about every line item in the cart is passed in a separate block that is included in items.</p> <p>Do not use «'»character combination inside this section, or it will cause an error on the gateway side. (Go to description.)</p>	All versions.

items

A parameter included in a block and indicated as mandatory is only mandatory within that block. If the section is optional and missing, then the parameters included in it should not be passed.

Name	Type	Mandatory	Description	FFD version
positionId	ANS..12	Yes	Unique identifier of a line item within the order cart.	All versions.

Name	Type	Mandatory	Description	FFD version
<p>Name name</p> <p>Type ANS..100</p> <p>Description REST Name or the description of an item in any format. Use - to pass \ use \«- to pass »</p> <p>REST Online Lending For Online Lending functionality, it's necessary to specify a description of the line item in accordance with the Yandex.Market catalog, subject to the following requirements:</p> <ul style="list-style-type: none"> • <p>The following words and character sequences are not allowed: file, exec, insert, as, select, or, procedure, limit, order, and, or, by, asc, desc, delete, update, distinct, having, truncate, replace, handler, like, regex, tz_offset, to_timestamp_tz, bfilename, union, sql-command, abort, alter, analyze, begin, audit, checkpoint, close, cluster, comment, commit, copy, create, deallocate, declare, delete, drop, end, execute, explain, fetch, grant, insert, lock, move, noaudit, notify, prepare, reindex, rename, reset, revoke, rollback, savepoint, select, set, show, shutdown, start, truncate, unlisten, update, vacuum</p> <ul style="list-style-type: none"> • <p>The following special characters are not allowed: ' & - # % ; =</p> <p>WS Name or the description of an item in any format. Use - to pass \ use \«- to pass »</p> <p>WS Online Lending For online crediting functionality it's necessary to specify a description of the good item in accordance with the Yandex.Market.</p>	ANS..100	Yes	<p>Name or the description of an item in any format. Use - to pass \ use \«- to pass »</p>	All versions.

Name	Type	Mandatory	Description	FFD version
itemDetails	Not applicable	No	Additional block containing the parameters describing a line item. The description of the attributes is given below. The field size limit is 1024 bytes. (Go to description.)	All versions.
quantity	N..18	Yes	Element describing the total of items of one positionId and its unit of measurement The description of the attributes is given below. (Go to description.)	All versions.
itemAmount	N..12	Yes	The sum of the cost of all line items of one positionId in minimum currency units. Passing itemAmount is mandatory only if the itemPrice parameter was not passed. Otherwise passing of itemAmount is not required. If both parameters – itemPrice and itemAmount – are passed. then itemAmount must be equal to itemPrice * quantity, otherwise, the request will result in an error. When calculating itemAmount = itemPrice*quantity parameter, the result is rounded up to the second digit after the decimal point. For example, if the calculation result is 100.255, then final value will be 100.26.	All versions.
itemCurrency	N3	No	Currency code of a line item according to ISO 4217. If the parameter is not specified, it is considered to be equal to the order currency.	All versions.
itemCode	ANS..100	Yes	Number (identifier) of a line item in the store system.	All versions.

tax

|

Not applicable

| No |

An additional tag with attributes describing the tax. Nested tags are described below.

[Go to description.](#) |

All versions.

|

itemPrice	N..18	No	The cost of one line item in minimum currency units. Mandatory for merchants using fiscalization. <ul style="list-style-type: none">• itemPrice cannot be less than 0.• itemPrice may be either string or integer.	All versions.
itemAttributes	See description.	No	Block containing the attributes of the item.	1.05 and later versions.

itemAttributes

The `itemAttributes` parameter must contain the `attributes` array, and this array contains the attributes of the line item (see the example and the table below).

```
"itemAttributes":{"attributes":[{"name":"paymentMethod","value":"1"}, {"name":"paymentObject","value":"1"}]}
```

Name	Type	Mandatory	Description	FFD version
paymentMethod	N..2	Yes	<p>Payment type. Possible values:</p> <ul style="list-style-type: none"> • 1 - full pre-payment before the delivery date of the payment subject; • 2 - partial pre-payment before the delivery date of the payment subject; • 3 - advance payment; • 4 - full payment on the delivery date of the payment subject; • 5 - partial payment for the payment subject on the delivery date followed by payment on credit; • 6 - delivery of the payment subject on the delivery date without payment followed by payment on credit; • 7 - payment for the payment subject after its delivery using payment on credit. <p>Values are passed in the following priority (indicated in descending order of priority):</p> <ol style="list-style-type: none"> 1. Shopping cart from API request. 2. Fiscalization settings in your personal account. 3. Default values. <p>For paymentMethod, the default value is 1 (full prepayment before the transfer of the payment item).</p>	1.05 and later versions.

Name	Type	Mandatory	Description	FFD version
paymentObject	N..2	Yes	<p>Type of item being paid for. Possible values:</p> <ul style="list-style-type: none"> • 1 - product; • 2 - excisable product; • 3 - work; • 4 - service; • 5 - gambling bet; • 6 - gambling winnings; • 7 - lottery ticket; • 8 - lottery winnings; • 9 - intellectual property; • 10 - payment; • 11 - agent's fee; • 12 - several subjects; • 13 - other payment subject. • 14 - property rights; • 15 - non-operating income; • 16 - insurance premiums: on the amount of expenses that reduce the amount of tax (advance payments) in accordance with paragraph 3.1 of Article 346.21 of the Tax Code of the Russian Federation; • 17 - sales tax; • 18 - resort tax. <p>Values are passed in the following priority (indicated in descending order of priority):</p> <ol style="list-style-type: none"> 1. Shopping cart from API request. 2. Fiscalization settings in your personal account. 3. Default values. <p>The default value for paymentObject is 1 (item).</p>	1.05 and later versions.
nomenclature	ANS	yes (if markQuantity is passed)	Trade item code in text representation. Maximum length - 32 bytes.	1.05 and later versions.
markQuantity (Go to description.)		No	Fractional quantity of the labeled item.	1.2 and later versions.

Name	Type	Mandatory	Description	FFD version
userData	ANS..64	No	Value of user details. May be transferred only after approval by Federal Tax Service.	1.05 and later versions.
agent_info.type	N..2	Mandatory if agent_info object is passed.	Agent type. The following values are available: <ul style="list-style-type: none"> • 1 – banking payment agent; • 2 – banking payment subagent; • 3 – payment agent; • 4 – payment subagent; • 5 – attorney; • 6 – commission agent; • 7 – other agent. 	1.05 and later versions.
agent_info.paying.operation	ANS..24	No	Name of the transaction of the paying agent.	1.05 and later versions.
agent_info.paying.phones	array ANS..19	No	Phone numbers array of the payments agent in +N format.	1.05 and later versions.
agent_info.payments0operator.phones	Array ANS..19	No	Phone numbers array of the payments operator in +N format.	1.05 and later versions.
agent_info.MT0operator.phones	array ANS..19	No	An array of Money Transfer operator phone numbers in +N format.	1.05 and later versions.
agent_info.MT0operator.name	ANS..64	No	Money Transfer operator name.	1.05 and later versions.
agent_info.MT0operator.address	ANS..256	No	Money Transfer operator address.	1.05 and later versions.
agent_info.MT0operator.inn	N10..12	No	Money Transfer operator TIN.	1.05 and later versions.
supplier_info.phones	Array ANS..19	No	An array of supplier phone numbers in +N format.	1.05 and later versions.
supplier_info.name	ANS..256	No	Supplier name.	1.05 and later versions.
supplier_info.inn	N10..12	No	Supplier TIN.	1.05 and later versions.

quantity

quantity contains the following elements.

A parameter included in a block and indicated as mandatory is only mandatory within that block. If the section is optional and missing, then the parameters included in it should not be passed.

Name	Type	Mandatory	Description	FFD version
measure	ANS..20	Yes	The unit of measurement for the quantity of line item instances.	All versions.

If the FFD is version 1.2 or later, then the following parameters are passed here:

Name	Type	Mandatory	Description	FFD version
value	N1	Yes	Quantity of line items in given positionId. For FFD version 1.2+, the value is always 1.	1.2 and later versions.
measure	N..3	Yes	Unit of measurement for the quantity of the payment subject. In case of FFD version 1.2+, if the 'nomenclature' and 'markQuantity' parameters are passed, the value is always 0. In other cases, it can have some value.	1.2 and later versions.

Possible values of **measure**

Value	Description
0	Used for payment subjects that can be sold individually or in units (as well as in the event that the payment subject is a product subject to mandatory labeling with an identification tool (which can be known from mark_code being passed))
10	Gram
11	Kilogram
12	Ton
20	Centimeter
21	Decimeter
22	Meter
30	Square centimeter
31	Square decimeter
32	Square meter
40	Milliliter
41	Liter
42	Cubic meter
50	Kilowatt hour
51	Gigacalorie
70	Day (24h)
71	Hour
72	Minute
73	Second
80	Kilobyte
81	Megabyte
82	Gigabyte
83	Terabyte
255	Applicable when using other units of measurement

markQuantity

Parameters of **markQuantity** tag:

A parameter included in a tag and indicated as mandatory is only mandatory within that tag. If the tag itself is not mandatory and is not passed, its included parameters should not be passed.

Name	Type	Mandatory	Description
numerator	N..12	yes	The numerator of the fractional part of the payment subject.

Name	Type	Mandatory	Description
denominator	N..12	yes	The denominator of the fractional part of the payment subject.

itemDetails

'itemDetails contains the following elements.

A parameter included in a block and indicated as mandatory is only mandatory within that block. If the section is optional and missing, then the parameters included in it should not be passed.

Name	Type	Mandatory	Description	FFD version
itemDetailsParams	ANS..255	Yes	Additional information on a line item. The parameter represents an array of blocks each of which contains information on a certain characteristic of the line item. (Go to description.)	All versions.

==== itemDetailsParams ==== 'itemDetailsParams contains the following elements.

Name	Type	Mandatory	Description	FFD version
Name name Type AN..255 Type2 ANS..255 Description REST Name of the parameter describing the details of a line item WS Name of the parameter describing the details of a line item	ANS..255	Yes	Name of the parameter describing the details of a line item	All versions.

tax

tax contains the following elements.

A parameter included in a block and indicated as mandatory is only mandatory within that block. If the section is optional and missing, then the parameters included in it should not be passed.

Name	Type	Mandatory	Description	
taxType	N..2	No	<p>VAT rate. The following values are available:</p> <ul style="list-style-type: none"> • 0 – without VAT; • 1 – VAT at rate of 0%; • 2 – receipt VAT at rate of 10%; • 4 – receipt VAT at calculated rate of 10/110; • 6 – receipt VAT at rate of 20%; • 7 – receipt VAT at calculated rate of 20/120. <p>If the cart and fiscalization data are not included in the request, then the default values specified in the personal account are passed to the Fiscal Data Operator (see User Manual for personal account).</p>	All versions.
taxSum	N..18	No	Amount of the tax calculated by the merchant. The amount is specified in minimum currency units	All versions.

additionalOfdParams

additionalOfdParams contains the following elements.

Name	Type	Mandatory	Description	FFD version
agent_info.type	N..2	Mandatory if agent_info object is passed.	<p>Agent type. The following values are available:</p> <ul style="list-style-type: none"> • 1 – banking payment agent; • 2 – banking payment subagent; • 3 – payment agent; • 4 – payment subagent; • 5 – attorney; • 6 – commission agent; • 7 – other agent. 	1.05 and later versions.
agent_info.paying.operation	ANS..24	No	Name of the transaction of the paying agent.	1.05 and later versions.

Name	Type	Mandatory	Description	FFD version
agent_info.paying.phones	array ANS..19	No	Phone numbers array of the payments agent in +N format.	1.05 and later versions.
agent_info.payments0operator.phones	Array ANS..19	No	Phone numbers array of the payments operator in +N format.	1.05 and later versions.
agent_info.MT0operator.address	ANS..256	No	Money Transfer operator address.	1.05 and later versions.
agent_info.MT0operator.inn	N10..12	No	Money Transfer operator TIN.	1.05 and later versions.
agent_info.MT0operator.name	ANS..64	No	Money Transfer operator name.	1.05 and later versions.
agent_info.MT0operator.phones	array ANS..19	No	An array of Money Transfer operator phone numbers in +N format.	1.05 and later versions.
supplier_info.phones	Array ANS..19	No	An array of supplier phone numbers in +N format.	1.05 and later versions.
cashier	A..256	No	Full name of the cashier When requesting a refund, the value of this parameter may differ from that given during the registration of the order.	1.05 and later versions.
additional_check_props	ANS..16	No	Additional check details. When requesting a refund, the value of this parameter may differ from that given during the registration of the order.	1.05 and later versions.
additional_user_props.name	ANS..24	No	Name of the additional property of the user. When requesting a refund, the value of this parameter may differ from that given during the registration of the order.	1.05 and later versions.

Name	Type	Mandatory	Description	FFD version
additional_user_props.value	ANS..24	No	The value of the additional user attribute. When requesting a refund, the value of this parameter may differ from that given during the registration of the order.	1.05 and later versions.
cashier_inn	N..12	No	Cashier's INN	1.2 and later versions.
client.address	ANS..256	No	Customer address.	1.2 and later versions.
client.birth_date	NS10	No	Customer birth date as dd.mm.yyyy	1.2 and later versions.
client.citizenship	N3	No	Country numeric code of the county of Customer's citizenship. The country code is specified according to All-Russian World Countries Classifier (OKSM)	1.2 and later versions.
client.document_code	N2	No	Identification document type numeric code (for example, 21 stands for Russian Passport).	1.2 and later versions.
client.passport_number	NS11	No	Series and number of the payer's passport: 1111 222222	1.2 and later versions.
client.email	ANS..64	No	Customer's email address. Exactly one of the two fields must be passed: email or phone.	1.2 and later versions.

Name	Type	Mandatory	Description	FFD version
client.phone	NS..19	No	Customer's phone number. Must be passed with the country code without spaces and additional characters (except for + character). For example, the number «+371 2 1234567» should be passed as «+37121234567»). Exactly one of the two fields must be passed: email or phone.	1.2 and later versions.
client.inn	N12	No	INN of the buyer.	1.2 and later versions.
client.name	ANS..256	No	Customer name.	1.2 and later versions.
operatingCheckProps.name	ANS	No	Operation ID The value is «0» until the value of Russia's Federal Tax Service attribute is determined.	1.2 and later versions.
operatingCheckProps.name	ANS	No	Operation ID The value is «0» until the value of Russia's Federal Tax Service attribute is determined.	1.2 and later versions.
operatingCheckProps.timestamp	NS19	No	Date and time of the operation in dd.mm.yyyy HH:MM:SS format	1.2 and later versions.
operatingCheckProps.value	ANS..64	No	Operation data.	1.2 and later versions.
sectoralCheckProps.date	NS10	No	Date of the legislative act of the federal body of executive power that sets forth the requirements for assigning the value of «sectoral attribute». Format: dd.mm.yyyy.	1.2 and later versions.

Name	Type	Mandatory	Description	FFD version
sectoralCheckProps.federalId	ANS	No	Identifier of federal body of executive power. Must be one of the values from directory of federal bodies of executive power	1.2 and later versions.
sectoralCheckProps.number	N..32	No	Number of the legislative act of the federal body of executive power that sets forth the requirements for assigning the value of «sectoral attribute».	1.2 and later versions.
sectoralCheckProps.value	ANS..256	No	A set of values defined by the legislative act of the federal body of executive power.	1.2 and later versions.

Response parameters

Name	Type	Mandatory	Description	FFD version
errorCode	ANS..3	No	Error code. Can be missing if the result has not caused an error.	All versions.
errorMessage	AN..512	No	Error description in the language passed in the language parameter in the request.	All versions.

Error codes

Value	Description	FFD version
0	Success.	
5	Access denied.	
5	The user must change the password.	
5	[orderId] is empty.	
5	Incorrect amount.	
6	Wrong order number.	
7	Payment must be in the correct state.	
7	The refund amount exceeds the debited amount.	
7	System error.	

Examples

POST request example

```
userName=username-api&password=testPwd&orderId=d296be1d-c092-773b-ab2c-68e60128092a&amount=23500&refundItems={"items":[{"positionId":1,"name":"По-аджарски\Лодочка\SMALL","quantity":{"value":"1","measure":"0"},"itemCode":"270_235.00","itemPrice":23500,"tax":{"taxType":0,"taxSum":0},"itemAttributes":{"attributes":[{"name":"nomenclature","value":"010463003407001221CMK45BrhN0Wlf"},"name":"paymentMethod","value":"1"},"name":"paymentObject","value":"30"},"name":"agent_info.type","value":"7"},"name":"agent_info.paying.operation","value":"test operation"},"name":"agent_info.paying.phones","value":"%2B79161234123"},"name":"agent_info.paymentsOperator.phones","value":"%2B79161234456"},"name":"agent_info.MTOperator.phones","value":"%2B79161234789"},"name":"agent_info.MTOperator.name","value":"MT operator"},"name":"agent_info.MTOperator.address","value":"Moscow"},"name":"agent_info.MTOperator.inn","value":"8634330204"},"name":"supplier_info.phones","value":"%2B79161234333"},"name":"supplier_info.name","value":"Supplier"},"name":"supplier_info.inn","value":"287381373424"},"name":"excise","value":"10.0"},"name":"country_code","value":"810"},"name":"declaration_number","value":"12332234533"},"name":"userData","value":"user data"},"name":"markQuantity.numerator","value":"1"},"name":"markQuantity.denominator","value":"2"},"name":"sectoralItemProps[0].federalId","value":"001"},"name":"sectoralItemProps[0].date","value":"10.10.2021"},"name":"sectoralItemProps[0].number","value":"123/4567"},"name":"sectoralItemProps[0].value","value":"value1"},"name":"sectoralItemProps[1].federalId","value":"003"},"name":"sectoralItemProps[1].date","value":"11.10.2021"},"name":"sectoralItemProps[1].number","value":"321/4567"},"name":"sectoralItemProps[1].value","value":"value2"}]}}
```

Пример ответа

```
{"errorCode":"0","errorMessage":"Success"}
```