

Payment reversal

Reversal of a payment for an order is available to Merchants provided that they have the corresponding permissions and approval of Sberbank.

- With one-phase payments, payment reversal is possible for orders in the state **Deposited**, but only before the close of the day, that is, until 24:00 (Moscow time) on the day when the payment was made.
- In case of two-phase payments, a payment reversal can be processed for orders in the **Approved** status.

The table below shows how the merchant and the payment gateway interact when a payment is reversed.

1	The merchant makes a request to reverse the payment: • reverseOrder.
2	After receiving a successful response from the Payment Gateway, the Merchant makes a request for order status: • getOrderStatusExtended.

There is an option to set up [callback notifications](#) about order status instead of sending the `getOrderStatusExtended` request. These notifications will be sent to you automatically after the order status changes.