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

The request used for partial refund is refund0rder 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.

Use the following URL to connect to the Test Service (WSDL): https://3dsec.sberbank.ru/payment/webservices/merchant-ws?wsdl.

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	Туре	Mandatory	Description	FFD version
orderId	ANS36		Identifier of the order in the payment system. It is unique within the system. The identifier is missing if the order registration failed due to an error detailed in errorCode.	All versions.
refundAmount	N12	Yes	The refund amount in the order currency. The amount can be equal to or less than the order remaining amount.	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.

Name	Туре	Mandatory		Descrip	tion	FFD version
			Additional tag with the attributes for passing additional parameters. The fields for additional information and its subsequent storage. These fields can be submitted for processing by the bank for further display in the registers. By default, the order number orderNumber and its description orderDescription are passed to the bank for processing (no more than 99 characters, «%» (percentage), «+» (plus), «\r» (carriage return) and «\n» (line feed) are prohibited for using). Enabling the functionality is possible upon agreement with the Bank during the integration period. To pass N parameters, a request must contain N params tags, where the name attribute contains the parameter name and value attribute contains its value:			
			Name	Туре	Description	
params	See column with the description.	umn e tion.	Name name Type AN20 Type2 ANS255 Type3 A7 Type4 ANS100 Description REST Name of the additional parameter. REST Online Lending The attribute name, always takes the value of mdOrder. WS Name of the additional parameter. Spasibo Name or the description of an item in any format. Spasibo2 Name of the parameter describing the details of a line item	ANS255	Name of the additional parameter.	All versions.
			value		The value of the additional parameter is up to 1024 characters.	
			It is forbidden to pass reserved names in the parameter (if they are passed, the order may be rejected):			
			sbrf_spasibo:amou	_	c	
			sbrf_sbermiles:amo	Juni_bonu:	S	

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Name	Туре	Mandatory	Description	FFD version
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. (Go to description.)	All versions.
additionalOfdParams	Data block for transferring additional parameters of the OFD	Yes	Some parameters of additionalOfdParams block duplicate parameters of cartItems.items.itemAttributes block. The additionalOfdParams block is included for all line items of the order, whereas cartItems.items.itemAttributes applies to individual items. If the additionalOfdParams and cartItems.items.itemAttributes and additionalOfdParams blocks pass different values, then the priority value will be the one that was passed in cartItems.items.itemAttributes, that is, for an individual position. The transfer of this block is possible only when using the following OFDs: ATOL; Business.Ru; Evotor. (Go to description.)	

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	Туре	Mandatory	Description	FFD version
item	Not applicable	No	An element of the array containing attributes of an item in the cart. The description of the attributes is given below. (Go to description.)	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.

N	Name	Туре	Mandatory	Description	FFD version
þ	oositionId	ANS12	Yes	Unique identifier of a line item within the order cart. The registered cart must contain an item with this positionId value, otherwise the order will fail.	All versions.

Name	Туре	Mandatory	Description	FFD version
Name name Type ANS100 Description REST Name or the description of an item in any format. Use - to pass \ use \«- to pass » 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: 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 The following special characters are not allowed: \ \& - \ # \ % \ ; = WS Name or the description of an item in any format. Use - to pass \ use \«- to pass \ > WS Online Lending For online crediting functionality it's necessary to specify a description of the good item in accordance with the Yandex.Market.	ANS100	Yes	Name or the description of an item in any format. Use - to pass \ use \ «- to pass »	All versions.
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	N18	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.

Name	Туре	Mandatory	Description	FFD version
itemAmount	N12	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	ANS100	Yes	Number (identifier) of a line item in the store system.	All versions.
tax	N18	No	An additional tag with attributes describing the tax. Nested tags are described below.	All versions.
itemPrice	N18	No	The price of one line item of one positionId specified in minimum currency units. Mandatory for merchants using fiscalization. itemPrice cannot be less than 0. itemPrice may be either string or integer.	All versions.
itemAttributes	See description.	No	Tag that serves to pass a set of attributes of the line item. Attributes must be specified as follows. <attributes name="attribute_name_1">attribute_value_1</attributes> <attributes name="attribute_name_2">attribute_value_2</attributes> See description below.	1.05 and later versions.

itemAttributes

Name	Туре	Mandatory	Description	FFD version
paymentMethod	N2	Yes	Payment type. Possible values: 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 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. Values are passed in the following priority (indicated in descending order of priority): 1. Shopping cart from API request. 2. Fiscalization settings in your personal account. 3. Default values. For paymentMethod, the default value is 1 (full prepayment before the transfer of the payment item).	1.05 and later versions.

Name	Туре	Mandatory	Description	FFD version
			Type of item being paid for. Possible values:	
			•	
			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.	
paymentObject	N2	Yes	* 14 - property rights;	1.05 and later
paymentobject	INZ	163	•	versions.
			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.	
			Values are passed in the	
			following priority (indicated	
			in descending order of priority):	
			1. Shopping cart from API	
			request.	
			2. Fiscalization settings in your	
			personal account.	
			Default values. The default value for	
			paymentObject is 1 (item).	
nomenclature	ANS	yes (if markQuantity	Trade item code in text representation. Maximum	1.05 and later
	UIAO	is passed)	length - 32 bytes.	versions.
markQuantity (Go to description.)		No	Fractional quantity of the labeled item.	1.2 and later versions.
(30 to description.)			idocica item.	VC1310113.

Name	Туре	Mandatory	Description	FFD version
userData	ANS64	No	Value of user details. May be transferred only after approval by Federal Tax Service.	1.05 and later versions.
agent_info.type	N2	Mandatory if agent_info object is passed.	Agent type. The following values are available: 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	ANS24	No	Name of the transaction of the paying agent.	1.05 and later versions.
agent_info.paying.phones	array ANS19	No	Phone numbers array of the payments agent in +N format.	1.05 and later versions.
agent_info.paymentsOperator.phones	Array ANS19	No	Phone numbers array of the payments operator in +N format.	1.05 and later versions.
agent_info.MTOperator.phones	array ANS19	No	An array of Money Transfer operator phone numbers in +N format.	1.05 and later versions.
agent_info.MTOperator.name	ANS64	No	Money Transfer operator name.	1.05 and later versions.
agent_info.MTOperator.address	ANS256	No	Money Transfer operator address.	1.05 and later versions.
agent_info.MTOperator.inn	N1012	No	Money Transfer operator TIN.	1.05 and later versions.
supplier_info.phones	Array ANS19	No	An array of supplier phone numbers in +N format.	1.05 and later versions.
supplier_info.name	ANS256	No	Supplier name.	1.05 and later versions.
supplier_info.inn	N1012	No	Supplier TIN.	1.05 and later versions.

quantity

quantity contains the following elements.

Name	Туре	Mandatory	Description	FFD version
measure	ANS20	ires	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	Туре	Mandatory	Description	FFD version
value	N1	IYAC	Quantity of line items in given positionId. For FFD version 1.2+, the value is always 1.	1.2 and later versions.

Name	Туре	Mandatory	Description	FFD version
measure	N3	Yes	i'nomenciatiire, and 'marki illantity, barameters are	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	Туре	Mandatory	Description
numerator	N12	yes	The numerator of the fractional part of the payment subject.
denominator	N12	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	Туре	Mandatory	Description	FFD version
itemDetailsParams	ANS255	Yes	Parameter describing additional information regarding a line item. The description of the attributes is given below. (Go to description.)	All versions.

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

Name	Туре	Mandatory	Description	FFD version
Name				
name				
Туре				
AN255				
Type2				
ANS255				
Description			Name of the parameter	
REST	AN255	Yes	describing the details of a line	All versions.
Name of the parameter			item	
describing the details of a line				
item				
WS				
Name of the parameter				
describing the details of a line				
item				

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	Туре	Mandatory	Description	
taxType			VAT rate. The following values are available: 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. 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).	All versions.
taxSum	N18		Amount of the tax calculated by the merchant. The amount is specified in minimum currency units	All versions.

additionalOfdParams

 ${\tt additionalOfdParams}\ contains\ the\ following\ elements.$

Name	Туре	Mandatory	Description	FFD version
agent_info.type	N2	Mandatory if agent_info object is passed.	Agent type. The following values are available: 1 - banking payment agent; 2 - banking payment subagent; 3 - payment agent; 4 - payment subagent; 5 - attorney; 6 - commission agent; 7 - other agent.	
agent_info.paying.operation	ANS24	No	Name of the transaction of the paying agent.	1.05 and later versions.

Name	Туре	Mandatory	Description	FFD version
agent_info.paying.phones	array ANS19	No	Phone numbers array of the payments agent in +N format.	1.05 and later versions.
agent_info.paymentsOperator.phones	Array ANS19	No	Phone numbers array of the payments operator in +N format.	1.05 and later versions.
agent_info.MTOperator.address	ANS256	No	Money Transfer operator address.	1.05 and later versions.
agent_info.MTOperator.inn	N1012	No	Money Transfer operator TIN.	1.05 and later versions.
agent_info.MTOperator.name	ANS64	No	Money Transfer operator name.	1.05 and later versions.
agent_info.MTOperator.phones	array ANS19	No	An array of Money Transfer operator phone numbers in +N format.	1.05 and later versions.
supplier_info.phones	Array ANS19	No	An array of supplier phone numbers in +N format.	1.05 and later versions.
cashier	A256	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	ANS16	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	ANS24	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	Туре	Mandatory	Description	FFD version
additional_user_props.value	ANS24	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	N12	No	Cashier's INN	1.2 and later versions.
client.address	ANS256	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 country 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	ANS64	No	Customer's email address. Exactly one of the two fields must be passed: email or phone.	1.2 and later versions.

Name	Туре	Mandatory	Description	FFD version
client.phone	NS19	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.	
client.inn	N12	No	INN of the buyer.	1.2 and later versions.
client.name	ANS256	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	ANS64	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	Туре	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	N32	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	ANS256	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	Туре	Mandatory	Description	FFD version
errorCode	ANS3	No	Error code.	All versions.
errorMessage	AN512	No	Error description in the language passed in the language parameter in the request.	All versions.

Error codes

Value	Description	FFD version
0	{{section>en:integration:api:errors:errors#common.no.error&noheader	
5	{{section>en:integration:api:errors:errors#common.access.denied&noheader	
5	{{section>en:integration:api:errors:errors#common.change.password&noheader	
5	{{section>en:integration:api:errors:errors#paymentOrder.mdOrder.empty&noheader	
5	{{section>en:integration:api:errors:errors#refundOrder.amount.invalid&noheader	
6	{{section>en:integration:api:errors:errors#common.orderld.unknown&noheader	
7	{{section>en:integration:api:errors:errors#refundOrder.state.wrong&noheader	
7	$\{\{section > en: integration: api: errors: errors \#refund Order. amount. exceeding \& noheader errors \#refund Order. errors #refund Order. errors #refund Order. errors #refund Order. errors$	
7	{{section>en:integration:api:errors:errors#common.system.error&noheader	

Examples

Request example

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"</pre>
xmlns:mer="http://engine.paymentgate.ru/webservices/merchant">
 </soapenv:Header>
   <soapenv:Body>
      <mer:refund0rder>
         <order language="ru" orderId="2caa983e-d7bb-7f3d-9338-8e410128092a"</pre>
refundAmount="23500">
                        <refundItems>
                  <!-- Zero or more repetitions: -->
                    <items positionId="1">
                         <name>"SMALL"</name>
                         <quantity measure="0">1</quantity>
                         <itemCode>270 235.00</itemCode>
                         <itemPrice>23500</itemPrice>
                         <tax>
                            <taxType>0</taxType>
                            <taxSum>0</taxSum>
                         </tax>
                   <itemAttributes>
                      <attributes
name="nomenclature">010463003407001221CMK45BrhN0WLf</attributes>
                       <attributes
                                    name="paymentMethod">1</attributes>
                       <attributes
                                    name="payment0bject">30</attributes>
                                    name="agent info.type">7</attributes>
                       <attributes
                       <attributes
name="agent info.paying.operation">testoperation</attributes>
                       <attributes
name="agent info.paying.phones">+79123456789</attributes>
                       <attributes
name="agent info.paymentsOperator.phones">+79123456789</attributes>
                       <attributes
name="agent info.MTOperator.phones">+79123456789</attributes>
                       <attributes name="agent info.MTOperator.name">MT
operator</attributes>
                       <attributes
name="agent info.MTOperator.address">Moscow</attributes>
                       <attributes
name="agent_info.MTOperator.inn">8634330204</attributes>
                       <attributes
name="supplier info.phones">+79123456789</attributes>
                       <attributes
name="supplier info.name">Supplier</attributes>
                       <attributes
name="supplier_info.inn">287381373424</attributes>
                       <attributes name="excise">10.0</attributes>
                       <attributes
                                    name="country code">810</attributes>
                       <attributes
name="declaration number">12332234533</attributes>
                       <attributes name="userData">user data</attributes>
                       <attributes
name="markQuantity.numerator">1</attributes>
```

```
<attributes
name="markQuantity.denominator">2</attributes>
                       <attributes
name="sectoralItemProps[0].federalId">001</attributes>
                       <attributes
name="sectoralItemProps[0].date">10.10.2021</attributes>
                       <attributes
name="sectoralItemProps[0].number">123/4567</attributes>
                       <attributes
name="sectoralItemProps[0].value">value1</attributes>
                       <attributes
name="sectoralItemProps[1].federalId">003</attributes>
                       <attributes
name="sectoralItemProps[1].date">10.10.2021</attributes>
                       <attributes
name="sectoralItemProps[1].number">321/4567</attributes>
                       <attributes
name="sectoralItemProps[1].value">value2</attributes>
                    </itemAttributes>
                      </items>
                  </refundItems>
         </order>
      </mer:refund0rder>
   </soapenv:Body>
</soapenv:Envelope>
```

Пример ответа