Order reversal

After the reversal operation, the funds are no longer held on the buyer's account.

- With one-phase payments, payment reversal is possible for orders in the state **Approved**. In this case, the order is transferred from to the state **Reversed**. Also, the operation must be canceled after the close of the banking day, since before 24:00 (Moscow time) of the day when the payment was made
- For two-phase payments, reversal can be made for an order in the state **Approved**. The order is transferred from state to state **Reversed**.

The payment reversal operation can be done only once, if it ends with an error, then the repeated payment reversal operation will not work. The ability to cancel a payment is available for a limited time, please check with a Sberbank representative for the exact terms.

To cancel an order, follow these steps.

1. Sign in to control panel (link leads to test server).
2. In the top bar, select **Orders**.
3. Use the search form to display the desired orders.
4. Click on the order number you want to complete.
   The order details page will be displayed.
5. In the panel that appears at the top, click on the **Reverse** button.
   A reversal confirmation window is displayed.
6. Click on **Yes** to confirm the action.
   The message «Payment successfully canceled» will be displayed.
7. Click on **OK** to complete the procedure.