

Search and view refunds

Refunds table filter

Below is a description of the available fields in the filter panel.

Field	Description
	Period section

Field	Description
Starting with	<p>Issuing bank The name of the bank that issued the card. The section is initially empty. Follow these steps to select an issuing bank.</p> <ol style="list-style-type: none">Enter the name of the bank in the Filter field. The value can be partially entered by placing a '%' sign instead of unknown characters or by specifying only the initial characters of the bank name.Press Enter on your keyboard. The section will display the names of banks corresponding to the entered template.Check the box next to one or more banks from the list. Use the Search all except checkbox if necessary below the list of options. This limitation is only taken into account if there are selected items in the list. <p>Currency Transaction currency (3-letter code, for example, RUR; selected from the drop-down list).</p> <p>Cardholder Name Cardholder name. Value of Cardholder Name field specified by the buyer upon payment. When searching, you can specify % instead of unknown characters.</p> <p>To The maximum amount of the transaction in the minimum currency units (for example, in kopecks).</p> <p>Date to Indicate the end of the period.</p> <p>Search by Select the desired value for the description of the period specified in the fields above:</p> <ul style="list-style-type: none">creation date;payment time.Response code The response code of the payment gateway or processing to the last transaction operation.Approval code The code of confirmation of the fact of payment from the issuing bank.Date from Specify the beginning of the period in which the date and time of the payment or the date and time of the refund falls.Order number Order number. The value can be specified in whole or in part by substituting a% sign in place of one or more unknown characters. For example, if you specify 4% in this field, the list of orders will display all orders whose number begins with 4.Card number PAN, the number of the bank card used for payment. In the case of payment via Apple Pay, DPAN is used as the card number: a number associated with the buyer's mobile device and acting as a payment card number in the Apple Pay system. The value can be specified in whole or in part by substituting the '%' character instead of one or more unknown characters. For example, when specifying 4% in this field, all orders with a card number starting with 4 will be displayed in the list of orders.From The minimum transaction amount in the minimum currency units (for example, in kopecks).Payment way List of available means of payment. Check the box next to the desired values.Merchants In this section, you can specify the merchants whose transactions you want to see in the table. To do this, follow these steps.1. Select Search by login or Search by name at the top of the section.2. In the field below, the first few characters of the login or name of the merchant (depending on the choice made in the previous step).3. Press Enter on your keyboard. A list of merchants whose usernames/names begin with the specified character set will be displayed.4. Check the boxes next to the desired merchants.Refund state Refund status:<ul style="list-style-type: none">Posted;Declined;Pending.Order status status_order Order status in the system. Check the box next to the desired values:<ul style="list-style-type: none">Refund;Deposited;Declined;Reversed;Approved;Created.status_refund Order status in the system. Check the box next to the desired values:<ul style="list-style-type: none">Posted;Declined.Bank Issuer Country Country of the bank that issued the card. Check the boxes next to the options you want.1. To limit the list of possible options, enter part of the country name or the country code of the issuing bank (the search is case-insensitive) and click on the Search button to the right of the input field (if the line is empty, all countries will be selected). Country code of the issuing bank - two-letter code (according to ISO 3166-1, for example, US for the USA or DE for Germany).2. Select one or several countries from the list:<ul style="list-style-type: none">to mark all displayed entries, click on the Select all button;use the Search all except checkbox below the list of options if necessary - this criterion is taken into account only if the list contains selected items.Payer country Payer's country. Check the boxes next to the options you want.1. To limit the list of possible options, enter part of the country name or the payer's country code (the search is case-insensitive) and click on the Search button to the right of the input field (if the line is empty, all countries will be selected). Country code of the issuing bank - two-letter code (according to ISO 3166-1, for example, US for the USA or DE for Germany).2. Select one or several countries from the list:<ul style="list-style-type: none">to mark all displayed entries, click on the Select all button;use the Search all except checkbox below the list of options if necessary - this criterion is taken into account only if the list contains selected items.to Maximum transaction amount (in minimum currency units, for example, in kopecks).from The minimum transaction amount (in the minimum currency units, for example, in kopecks).Order ID A unique order number in the system assigned during its registration. If there is a non-empty and correct format of the order ID field, the rest of the fields are not taken into account.Processing ID Merchant ID in acquiring bank processing.Terminal ID Terminal ID.IP address IP address of the payer. When searching, you can specify % instead of unknown characters.Reference Number Processing transaction id

Field	Description
Finishing at	<p>Issuing bank The name of the bank that issued the card. The section is initially empty. Follow these steps to select an issuing bank.</p> <ol style="list-style-type: none">Enter the name of the bank in the Filter field. The value can be partially entered by placing a '%' sign instead of unknown characters or by specifying only the initial characters of the bank name.Press Enter on your keyboard. The section will display the names of banks corresponding to the entered template.Check the box next to one or more banks from the list. Use the Search all except checkbox if necessary below the list of options. This limitation is only taken into account if there are selected items in the list. <p>Currency Transaction currency (3-letter code, for example, RUR; selected from the drop-down list).</p> <p>Cardholder Name Cardholder name. Value of Cardholder Name field specified by the buyer upon payment. When searching, you can specify % instead of unknown characters.</p> <p>To The maximum amount of the transaction in the minimum currency units (for example, in kopecks).</p> <p>Date to Indicate the end of the period.</p> <p>Search by Select the desired value for the description of the period specified in the fields above:</p> <ul style="list-style-type: none">creation date;payment time. <p>Response code The response code of the payment gateway or processing to the last transaction operation.</p> <p>Approval code The code of confirmation of the fact of payment from the issuing bank.</p> <p>Date from Specify the beginning of the period in which the date and time of the payment or the date and time of the refund falls.</p> <p>Order number Order number. The value can be specified in whole or in part by substituting a% sign in place of one or more unknown characters. For example, if you specify 4% in this field, the list of orders will display all orders whose number begins with 4.</p> <p>Card number PAN, the number of the bank card used for payment. In the case of payment via Apple Pay, DPAN is used as the card number: a number associated with the buyer's mobile device and acting as a payment card number in the Apple Pay system. The value can be specified in whole or in part by substituting the '%' character instead of one or more unknown characters. For example, when specifying 4% in this field, all orders with a card number starting with 4 will be displayed in the list of orders.</p> <p>From The minimum transaction amount in the minimum currency units (for example, in kopecks).</p> <p>Payment way List of available means of payment. Check the box next to the desired values.</p> <p>Merchants In this section, you can specify the merchants whose transactions you want to see in the table. To do this, follow these steps.</p> <ol style="list-style-type: none">Select Search by login or Search by name at the top of the section.In the field below, the first few characters of the login or name of the merchant (depending on the choice made in the previous step).Press Enter on your keyboard. A list of merchants whose usernames/names begin with the specified character set will be displayed.Check the boxes next to the desired merchants. <p>Refund state Refund status:</p> <ul style="list-style-type: none">Posted;Declined;Pending. <p>Order status status_order Order status in the system. Check the box next to the desired values:</p> <ul style="list-style-type: none">Refund;Deposited;Declined;Reversed;Approved;Created. <p>status_refund Order status in the system. Check the box next to the desired values:</p> <ul style="list-style-type: none">Posted;Declined. <p>Bank Issuer Country Country of the bank that issued the card. Check the boxes next to the options you want.</p> <ol style="list-style-type: none">To limit the list of possible options, enter part of the country name or the country code of the issuing bank (the search is case-insensitive) and click on the Search button to the right of the input field (if the line is empty, all countries will be selected). Country code of the issuing bank – two-letter code (according to ISO 3166-1, for example, US for the USA or DE for Germany).Select one or several countries from the list:<ul style="list-style-type: none">to mark all displayed entries, click on the Select all button; <p>use the Search all except checkbox below the list of options if necessary – this criterion is taken into account only if the list contains selected items.</p> <p>Payer country Payer's country. Check the boxes next to the options you want.</p> <ol style="list-style-type: none">To limit the list of possible options, enter part of the country name or the payer's country code (the search is case-insensitive) and click on the Search button to the right of the input field (if the line is empty, all countries will be selected). Country code of the issuing bank – two-letter code (according to ISO 3166-1, for example, US for the USA or DE for Germany).Select one or several countries from the list:<ul style="list-style-type: none">to mark all displayed entries, click on the Select all button; <p>use the Search all except checkbox below the list of options if necessary – this criterion is taken into account only if the list contains selected items.</p> <p>to Maximum transaction amount (in minimum currency units, for example, in kopecks).</p> <p>from The minimum transaction amount (in the minimum currency units, for example, in kopecks).</p> <p>Order ID A unique order number in the system assigned during its registration. If there is a non-empty and correct format of the order ID field, the rest of the fields are not taken into account.</p> <p>Processing ID Merchant ID in acquiring bank processing.</p> <p>Terminal ID Terminal ID.</p> <p>IP address IP address of the payer. When searching, you can specify % instead of unknown characters.</p> <p>Reference Number Processing transaction id</p>

Field	Description
Order properties section	
Order number	Order number. The value can be specified in whole or in part by substituting a % sign in place of one or more unknown characters. For example, if you specify 4% in this field, the list of orders will display all orders whose number begins with 4.
Order ID	A unique order number in the system assigned during its registration. If there is a non-empty and correct format of the order ID field, the rest of the fields are not taken into account.
Order status	Order status in the system. Check the box next to the desired values: <ul style="list-style-type: none"> • Posted; • Declined.
Reference Number	Processing transaction id
Response code	The response code of the payment gateway or processing to the last transaction operation.
Processing ID	Merchant ID in acquiring bank processing.
Terminal ID	Terminal ID.
Card properties section	
Card number	PAN, the number of the bank card used for payment. In the case of payment via Apple Pay, DPAN is used as the card number: a number associated with the buyer's mobile device and acting as a payment card number in the Apple Pay system. The value can be specified in whole or in part by substituting the % character instead of one or more unknown characters. For example, when specifying 4% in this field, all orders with a card number starting with 4 will be displayed in the list of orders.

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Cardholder	<p>Issuing bank The name of the bank that issued the card. The section is initially empty. Follow these steps to select an issuing bank.</p> <ol style="list-style-type: none">Enter the name of the bank in the Filter field. The value can be partially entered by placing a '%' sign instead of unknown characters or by specifying only the initial characters of the bank name.Press Enter on your keyboard. The section will display the names of banks corresponding to the entered template.Check the box next to one or more banks from the list. Use the Search all except checkbox if necessary below the list of options. This limitation is only taken into account if there are selected items in the list. <p>Currency Transaction currency (3-letter code, for example, RUR; selected from the drop-down list).</p> <p>Cardholder Name Cardholder name. Value of Cardholder Name field specified by the buyer upon payment. When searching, you can specify % instead of unknown characters.</p> <p>To The maximum amount of the transaction in the minimum currency units (for example, in kopecks).</p> <p>Date to Indicate the end of the period.</p> <p>Search by Select the desired value for the description of the period specified in the fields above:</p> <ul style="list-style-type: none">creation date;payment time. <p>Response code The response code of the payment gateway or processing to the last transaction operation.</p> <p>Approval code The code of confirmation of the fact of payment from the issuing bank.</p> <p>Date from Specify the beginning of the period in which the date and time of the payment or the date and time of the refund falls.</p> <p>Order number Order number. The value can be specified in whole or in part by substituting a% sign in place of one or more unknown characters. 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To do this, follow these steps.</p> <ol style="list-style-type: none">Select Search by login or Search by name at the top of the section.In the field below, the first few characters of the login or name of the merchant (depending on the choice made in the previous step).Press Enter on your keyboard. A list of merchants whose usernames/names begin with the specified character set will be displayed.Check the boxes next to the desired merchants. <p>Refund state Refund status:</p> <ul style="list-style-type: none">Posted;Declined;Pending. <p>Order status status_order Order status in the system. Check the box next to the desired values:</p> <ul style="list-style-type: none">Refund;Deposited;Declined;Reversed;Approved;Created. <p>status_refund Order status in the system. Check the box next to the desired values:</p> <ul style="list-style-type: none">Posted;Declined. <p>Bank Issuer Country Country of the bank that issued the card. 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If there is a non-empty and correct format of the order ID field, the rest of the fields are not taken into account.Processing ID Merchant ID in acquiring bank processing.Terminal ID Terminal ID.IP address IP address of the payer. When searching, you can specify % instead of unknown characters.Reference Number Processing transaction id

Field	Description
Amount section	
From	The minimum transaction amount in the minimum currency units (for example, in kopecks).
Before	The maximum amount of the transaction in the minimum currency units (for example, in kopecks).
Currency	Transaction currency (3-letter code, for example, RUR; selected from the drop-down list).
Merchants section	
Merchants	<p>In this section, you can specify the merchants whose transactions you want to see in the table. To do this, follow these steps.</p> <ol style="list-style-type: none"> 1. Select Search by login or Search by name at the top of the section. 2. In the field below, the first few characters of the login or name of the merchant (depending on the choice made in the previous step). 3. Press Enter on your keyboard. <p>A list of merchants whose usernames/names begin with the specified character set will be displayed.</p> <ol style="list-style-type: none"> 4. Check the boxes next to the desired merchants.

Refunds table

Refunds information is presented in a table with the following fields.

Column	Description
Refund	Date and time when the refund was made.
Payment date	The date of the payment.
Merchant name	The name of the merchant in the payment gateway.
Unique order identifier	A unique identifier value created by the payment gateway when creating a payment.
Order number	The order identification number in the merchant's system, unique within the system.
Refund amount	Refund amount in the payment currency.
Card number	Masked card number – card number, which shows only the first 6 and the last 4 digits, and the remaining digits are replaced by two asterisks (example: 411111**1111). In the case of payment via Apple Pay, DPAN is used as the card number: a number associated with the buyer's mobile device and acting as a payment card number in the Apple Pay system.
State	<p>Refund status. The following states are possible:</p> <ul style="list-style-type: none"> • Posted – the refund was successfully accepted by processing, background color: blue; • Declined – the request was rejected by processing for one reason or another, background color: red.
Currency	Order currency (three-letter code, for example, RUR).
Cardholder	Name of the cardholder.
Bank name	The name of the bank that issued the card used for the operation.
Bank country	Country code of the bank that issued the card.
Action code	The code received from the processing during the operation.
Reference Number	Transaction identifier in processing.
Processing ID	Processing identifier.
Terminal ID	Terminal ID.
IPS	The name of the international payment system based on the bank card number.