Features in cancellations on payments via the e-wallets (WebMoney, YandexMoney, QIWI)

When you return the money on the e-wallet, the refund amount shouldn't exceed the current day balance of the merchant on the corresponding e-wallet (the total amount of successful payments minus the commission of the bank, minus the total amount of successful returns). If the cancel operation can't be performed it is denied with the error code 5 - 108 returned in the "*Result*" field and details for the error are "*The amount of cancellation is more than merchant turnover for the current day*". In this case, you can try cancel again later or at the end of the day, when you will have a sufficient amount of successful payments.

Partial cancellations on e-wallets are prohibited during the calendar day (according to the time zone of Moscow).

E-wallet payment cancellations are performed in the personal Account in the same way as credit card cancellations (see 'Personal account manual' for details) with some features (related to amount limitations) that are described above.
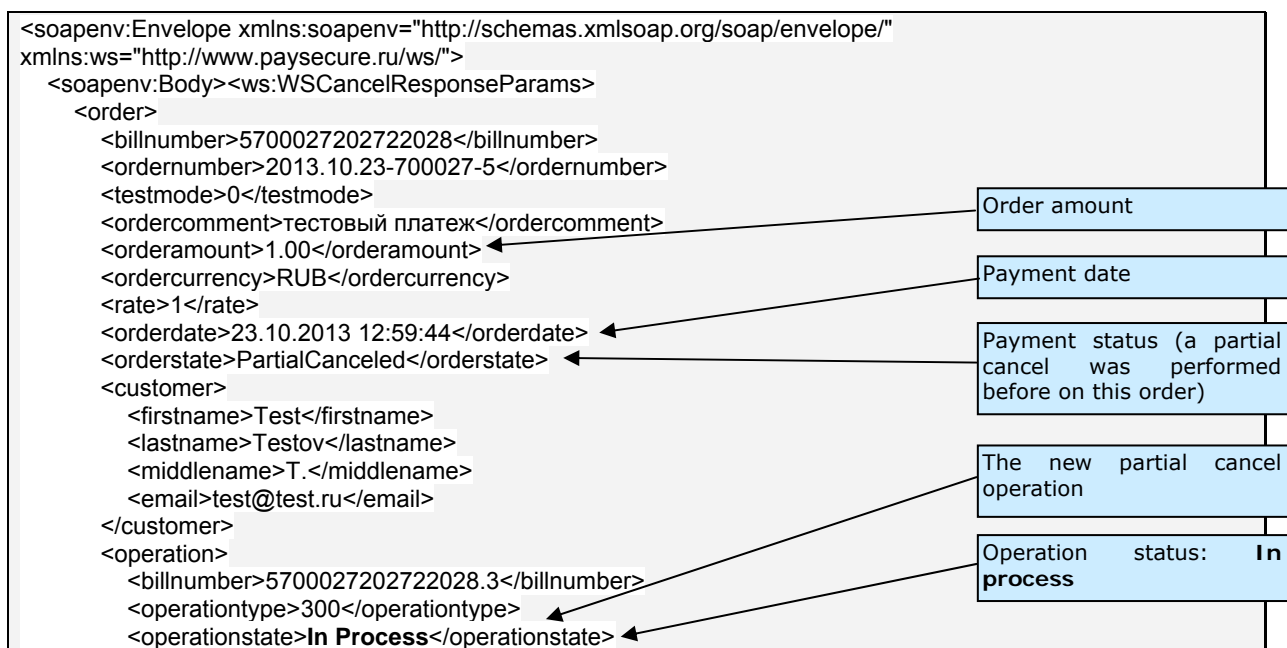
Performing e-wallet payment cancellations via web-service have the same features as credit card cancellations (see 'Setting up an enterprise's technical interaction' document for details) with some features (related to amount limitations) that are described above.

Features in cancellations on payments via the e-wallet WebMoney

Result of cancellation on payments via WebMoney becomes known in some time (usually - a few minutes). The order status doesn't changes immediately after the operation, the "*Result*" field indicates status *Approved* or *PartialCanceled* (if you have already canceled a part of the order amount) and the cancel operation in order details will be in the state "*In process*". Status of the cancel operation will be upgraded after a few minutes.

Performing WebMoney payment cancellations via web-service have additional feature: system replay contain the operation status «*In Process*» (responsecode=AS300). It is related to the delay of the status return from the WebMoney payment system. To receive the real status you should perform an additional request for the order operations statuses in a few minutes later the cancel request (see 'Setting up an enterprise's technical interaction' document for details). When several cancels are performed on the order then several cancel operations (type 300: cancel) will be returned with the request result. They will have different parameter *billnumber* (in extended format: 5700027202722028.3 – for example).

An example of wscancel service replay (cancel on WebMoney payment):

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://www.paysecure.ru/ws/">
   <soapenv:Body><ws:WSCancelResponseParams>
     <order>
        <billnumber>5700027202722028</billnumber>
        <ordernumber>2013.10.23-700027-5</ordernumber>
        <testmode>0</testmode>
        <ordercomment>тестовый платеж</ordercomment>
        <orderamount>1.00</orderamount>                       Order amount
        <ordercurrency>RUB</ordercurrency>
        <rate>1</rate>
        <orderdate>23.10.2013 12:59:44</orderdate>             Payment date
        <orderstate>PartialCanceled</orderstate>              Payment status (a partial
        <customer>                                            cancel was performed
          <firstname>Test</firstname>                         before on this order)
          <lastname>Testov</lastname>
          <middlename>T.</middlename>
          <email>test@test.ru</email>
        </customer>
        <operation>                                           The new partial cancel
          <billnumber>5700027202722028.3</billnumber>         operation
          <operationtype>300</operationtype>                  Operation status: In
          <operationstate>In Process</operationstate>         process
```

```
            <amount>0.10</amount>                                    ◄——————  Partial cancel amount
            <currency>RUB</currency>
            <ipaddress>10.20.10.85</ipaddress>
            <meantype_id>30</meantype_id>
            <meansubtype></meansubtype>
            <meannumber></meannumber>
            <cardholder></cardholder>
            <issuebank></issuebank>
            <bankcountry>UNKNOWN</bankcountry>
            <responsecode>AS300</responsecode>
            <message></message>
            <customermessage>В процессе обработки</customermessage>
            <recommendation></recommendation>
            <approvalcode></approvalcode>       ◄——————  Cancel date
            <protocoltypename></protocoltypename>
            <processingname>WebMoney</processingname>
            <operationdate>24.10.2013 13:58:21</operationdate>
         </operation>
      </order>
      <packetdate>23.10.2013 13:58:37</packetdate>
      <signature>kA0DAAIRzfHw5YyCWOE…… 3x8OWowEc/ + /wlCikbL/er3laqV26+zoAeZQ==</signature>
   </ws:WSCancelResponseParams>
</soapenv:Body></soapenv:Envelope>
```

Features in cancellations on payments via the e-wallet QIWI

All cancellations (partial and full) on QIWI are prohibited during the calendar day (according to the time zone of Moscow).

Result of cancellation on payments via QIWI becomes known in some time (usually - a few minutes). The order status doesn't changes immediately after the operation, the "*Result*" field indicates status *Approved* or *PartialCanceled* (if you have already canceled a part of the order amount) and the cancel operation in order details will be in the state "*In process*". Status of the cancel operation will be upgraded after a few minutes.

Performing cancellations on QIWI payment via web-service have additional feature: system usually replay with successful operation status but (in some cases) it can replay with status «*In Process*» (responsecode=AS300). It is related to the delay of the status return from the QIWI payment system. To receive the real status you should perform an additional request for the order operations statuses in a few minutes later the cancel request (see 'Setting up an enterprise's technical interaction' document for details). When several cancels are performed on the order then several cancel operations (type 300: cancel) will be returned with the request result. They will have different parameter *billnumber* (in extended format: 5700027202722028.3 – for example).

An example of wscancel service replay (cancel on QIWI payment):

```
<soapenv:Envelope
xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"xmlns:ws="http://www.paysecure.ru/ws/">
<soapenv:Body><ws:WSCancelResponseParams>
<order><billnumber>5554143265883170</billnumber>
<ordernumber>28042010_fffffffffffffsd</ordernumber>
<testmode>0</testmode>                                    ◄——————  Order amount
<ordercomment>тестовый платеж</ordercomment>
<orderamount>2.00</orderamount>                           ◄——————  Payment date
<ordercurrency>RUB</ordercurrency>
<rate>1</rate>
<orderdate>23.01.2014 13:27:57</orderdate>
<orderstate>PartialCanceled</orderstate>                  ◄——————  Payment status (a partial
<customer>                                                         cancel was performed
<firstname>qwertyq</firstname>                                     before on this order)
<lastname>qwerty</lastname>
<middlename>qwertyu</middlename>
<email>test@test.ru</email>                              ◄——————  The new partial cancel
</customer>                                                        operation
<operation>
<billnumber>5554143265883170.4</billnumber>
<operationtype>300</operationtype>
```

```xml
<operationstate>Success</operationstate>
<amount>0.11</amount>
<currency>RUB</currency>
<ipaddress>10.20.10.99</ipaddress>
<meantype_id>36</meantype_id>
<meansubtype></meansubtype>
<meannumber>9213301111</meannumber>
<cardholder></cardholder>
<issuebank></issuebank>
<bankcountry>UNKNOWN</bankcountry>
<responsecode>AS000</responsecode>
<message></message>
<customermessage>Завершено успешно.</customermessage>
<recommendation></recommendation>
<approvalcode></approvalcode>
<protocoltypename></protocoltypename>
<processingname>QIWI</processingname>
<operationdate>28.01.2014 14:30:01</operationdate>
</operation>
</order>
<packetdate>28.01.2014 14:30:02</packetdate>
<signature>kA0DAAIRzfHw5YyCWOEBy01iCF9DT05TT0xFUue+6jI4MDQyMDEwX2ZmZmZmZmZmZmZmc2QyLjAw
UlVCUGFydGlhbENhbmNlbGVkMjguMDEuMjAxNCAxNDozMDowMohGBAARAgAGBQJS577qAAoJEM3x
8OWMgljh1YAAmgLqanafbwU/LXJaxG2v6U/qPxELAKC49kRcm6Yc4+cb8ILpNCa5JK50YQ==</signature>
</ws:WSCancelResponseParams>
</soapenv:Body></soapenv:Envelope>
```

Operation status: **Success**

Partial cancel amount

Cancel date