

1. Description

- 1.1 Reversal occurs when a payment transaction is cancelled before or after authorization, but always before capture.
- 1.2 Reversals are initiated by the cardholder, the issuer, Customer, the acquirer, or the relevant Card Scheme.
- 1.3 This solution allows Customer to request cancelation of a card payment transaction through our Payment Platform before the transaction is captured and settled.

2. Key features

- 2.1 This solution relies on server-to-server communication between our Payment Platform and the relevant Customer Selected Provider.
- 2.2 For PNR integrated transactions the related payment record created at authorization time is updated, and the authorization approval code is removed.

3. Disclaimers and limitations

- 3.1 This solution is only available for direct sales and payment cards (not available for APMs).
- 3.2 This solution can only be triggered if the initial authorization has been submitted through our Payment Platform using Premium Authorization.
- 3.3 Some Customer Selected Providers may not support single, partial or multiple reversals.
- 3.4 Customer Selected Providers involved in the process are responsible for transmitting the message to the cardholder's issuer, who completes the reversal and releases the relevant funds. We are not responsible for the messages transmitted by such Customer Selected Providers.
- 1. We are not responsible for transactions not cancelled on time by the Customer and/or the issuing bank of the cardholder.
- 3.5 This solution transmits reversal requests on behalf of Customer and therefore they cannot be construed as a payment order.
- 3.6 Reversal requests may trigger additional charges from Customer Selected Providers and/or Card Schemes.

4. Dependencies

- 4.1 Customer must have contracted and implemented our solutions Premium Authorization and Merchant Portal - Essential XPP or Merchant Portal - Premium XPP.

5. Integrations

- 5.1 This solution can be integrated with our Checkout SDK and Checkout UI solutions as well as with the PNR.
- 5.2 Other integrations with Customer's front and back ends may be available, subject to further scoping.