

# Lailao Payment Support

Refund API Document v1.0.3

# Content

1. Refund Transaction	1
1.1. Overview	
1.2. Refund Transaction via Payment Support API	
1.3. Refund Transaction via Payment Support Portal	6

## 1. Refund Transaction

Conditions:

- The user must be a KYC-verified member in the Payment Support Portal to submit a refund request.
- The admin will process and return the requested amount to user within 24 hours of the request
- In the case of BCEL transactions, the request fee is non-refundable. However, no fee will be charged for JDB or IB transactions

## 1.1 Overview

In these refund workflows, a customer initiates a refund request after a purchase, which sets off a series of steps across different entities. The process involves the customer, the merchant platform, the payment support system, and the bank or payment support admin, depending on the flow.

#### 1.1.1. Bcel Bank refund workflow



- 1. **Customer** requests a refund via the Platform Owner, initiating the process for a transaction reversal.
- 2. Merchant sends the refund request to the Payment Support System for further processing.
- 3. Payment Support System forwards the request to the Bank, asking for the refund to be issued.

4. **Bank** processes and returns the refund directly to the Customer's account, completing the transaction.



#### 1.1.2. JDB and IB Bank refund workflow

- 1. Customer requests a refund through the Merchant Platform, initiating the refund process.
- 2. Merchant forwards the refund request to the Payment Support System for further action.
- 3. Payment Support Admin reviews and approves the refund after verification.
- 4. Payment Support Admin manually returns the refund to the Customer, completing the process.

## **1.2. Refund Transaction via Payment Support API**

To request the refund transaction via Payment Support API by using transaction ID:

### **1.2.1. Request refund transaction**

#### **Request Data**

URL: <u>https://payment-gateway.lailaolab.com/v1/api/refund</u> Method: POST Headers: secretKey: <your\_secret\_key>

#### Body

Field	Туре	Description
transactionId	String	A unique identifier for the transaction, repeated for convenience

### **Response Data**

Field	Туре	Description
message	String	A string indicating the status of the API call. For successful calls
id	String	A bill id that is a unique identifier for the refund transaction bill, using for <b>1.2.2. Check refund</b> <b>status</b>
status	String	The current status of the refund transaction bill
amount	Number	The amount of the refund bill (the transaction amount)
billNo	String	A bill no of the refund transaction bill
createdAt	DateTime	The timestamp indicating when the transaction was created

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Example:

```
{
    "message": "SUCCESSFULLY",
    "data":
        {
            "id": "66fd2e6be097f64ebbdf23ba",
            "status": "REQUESTING",
            "amount": 1000,
            "createdAt": "2024-10-02T11:28:43.625Z",
            "billNo": "LPG710301"
        }
}
```

### 1.2.2. Check refund transaction status

#### **Request Data**

URL: <u>https://payment-gateway.lailaolab.com/v1/api/refund</u>/{bill\_id} Method: GET Headers: secretKey: <your\_secret\_key>

Note:

Field	Туре	Description
bill_id	String	A unique identifier for the refund transaction bill, you can get it after request refund transaction with the <b>field (id)</b>

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### **Response Data**

Field	Туре	Description
message	String	A string indicating the status of the API call. For successful calls
id	String	A bill id that is a unique identifier for the refund transaction bill, using for <b>1.2.2. Check refund</b> <b>status</b>
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            "amount": 1000,
            "createdAt": "2024-10-02T11:28:43.625Z",
            "billNo": "LPG710301"
        }
}
```

## **1.3. Refund Transaction via Payment Support Portal**

- Go to Payment Portal https://portal.lailaolab.la/ when you get a contact from the customer for refunding.
- You would see list of transactions and choose a transaction for approval.

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- Then click confirm to request approval from admin.

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- After clicking confirm, it will navigate to review management while waiting for approval from the admin.

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- After approval by admin, you will see that the refund request has been approved.

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