MODIFICATIONS AND REFUNDS

Payment operations with complete control

Refunds, partial captures, fee updates, and split changes, handled precisely through one API.

What you can do

Every operation works on the original payment, so the history stays intact.

- Refund any payment, in full or in part
- Capture any payment, in full or in part
- Change the fees you charge at any point in the payment lifecycle
- Change splits after the payment has been processed

Each action can target an individual split inside a multi-account payment, so you decide exactly which account funds it. Everything stays linked to the original payment, so the report explains itself.

Applications

Out of the box, each of these is one API call. A few examples from a bookings platform:

Venue cancels a treatment

A hotel spa cancels a booked massage. The hotel covers the whole refund, including the freelance therapist's share, so your platform fee is untouched.

Partial delivery of a package

A guest books a room and a spa day. Capture the room at check-in and keep the spa amount authorized until the treatment takes place.

Goodwill fee waiver

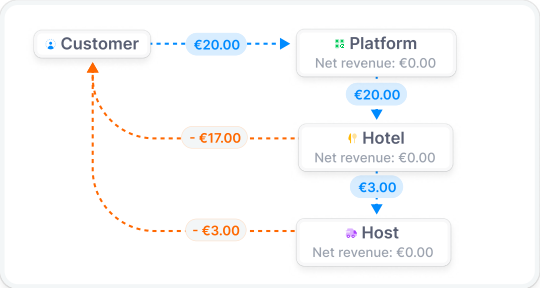
After a venue complaint, set your platform fee on that payment to zero.

Provider assigned after booking

A class is booked before the instructor is known. Update the split to pay the right freelancer once assigned.

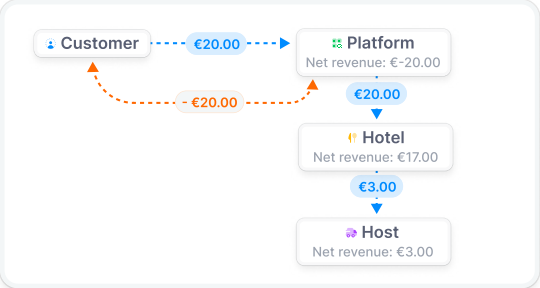
Real-world example

Take one scenario and watch the complexity grow. A guest books a €20 wellness session at a hotel through your platform. The payment goes to the hotel, which splits €3 to the freelance host who runs it. Afterwards the guest reports the session never took place and asks for a full refund. With Rootline you have several ways to handle it, each a single API call:



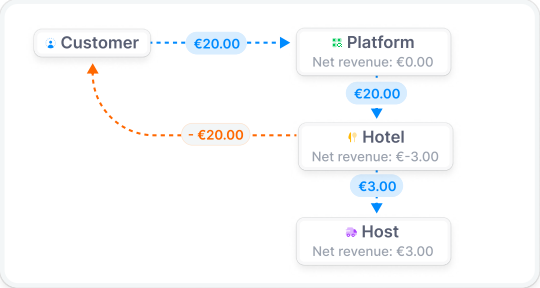
Option 1
Refund all parties proportionally

This refunds the full €20, with €17 from the hotel and €3 from the host.



Option 2
Platform absorbs the entire refund

Your platform account funds the full €20 refund. The hotel and the host both keep their revenue.



Option 3
Hotel covers the entire refund

Refund against the hotel's split ID and the hotel's account funds the full €20, including the host's €3 share.

How Rootline helps

Refunds are rarely simple on a platform. Someone has to decide who bears the cost, what happens to the fees and how the records stay correct across every party. Rootline doesn't impose one answer. You get the tools to run your own refund policy: protect your venues, protect your margin, or weigh it case by case.

Let’s make payment operations simple

rootline.com · sales@rootline.com