

Cashfree Payment Gateway Integration Guide | Developer Documentation


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Purpose

The purpose of this document is to lay down the payment integration with Cashfree that is required for a merchant or Solution Partner that has setup a chatbot using WhatsApp Business APIs and needs to receive payments from WhatsApp users.

This document covers the set of APIs that need to be integrated and how the integration works in tandem with the WhatsApp Business API integration. For additional details regarding Cashfree payment integration, please refer to the Cashfree documentation.

Where this fits into the entire flow in terms of integration to the WA P2M product : The following document covers the requests, responses in red in the flow diagram below. 

Handling Special cases

Order Expiry

Cashfree allows setting the expiry time for an order in the Create Order API. Use that to set preferred expiry time. Post order expiry, if no webhook was received, do a status check to ensure that the order expired and then cancel the order at WhatsApp to update the user.

Handling failed payments

The Payment message sent to the user via WhatsApp allows for multiple retries upon failure (ie the Pay button is available until successful payment). However Cashfree requires the reference id (“tr” field in the url received in Order Pay response) to be unique for each payment. So when a failed payment response is received from Cashfree, update the status of order at WhatsApp to cancelled. Post that a new payment message can be sent to the user to retry the payment. In case, there is a delay in cancellation and the user ends up making a successful payment, Cashfree will not send a webhook to the merchant but does an auto-refund, without any additional action required by the merchant. In the case of a customer query in such a scenario (where they claim the transaction was successful but the payment cannot be found at Cashfree), suggest to the user that refund will be processed in a few days.

Canceling Order for successful transaction

There may arise a scenario where Cashfree shared a successful payment signal but the order cannot be fulfilled by the merchant. In such scenario, process refund for the payment via one of the following mechanisms:

Use Refund API. Use Cashfree dashboard for merchants.

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