# Payout – Interface Guidelines

The payout feature allows your customers to transfer money from their merchant account into their my paysafecard account.
This document gives you a detailed description of the standard frontend implementation and the texts that you should display to customers.

1. Payout method overview

A payout can only be conducted to a my paysafecard account (a customer account the user has registered with paysafecard). Payouts in the form of a classical paysafecard PIN are not possible.Tthe customer needs to have a registered my paysafecard account to receive the funds. Please make sure to use the correct wording and notation 'paysafecard' (all lower case and one word).
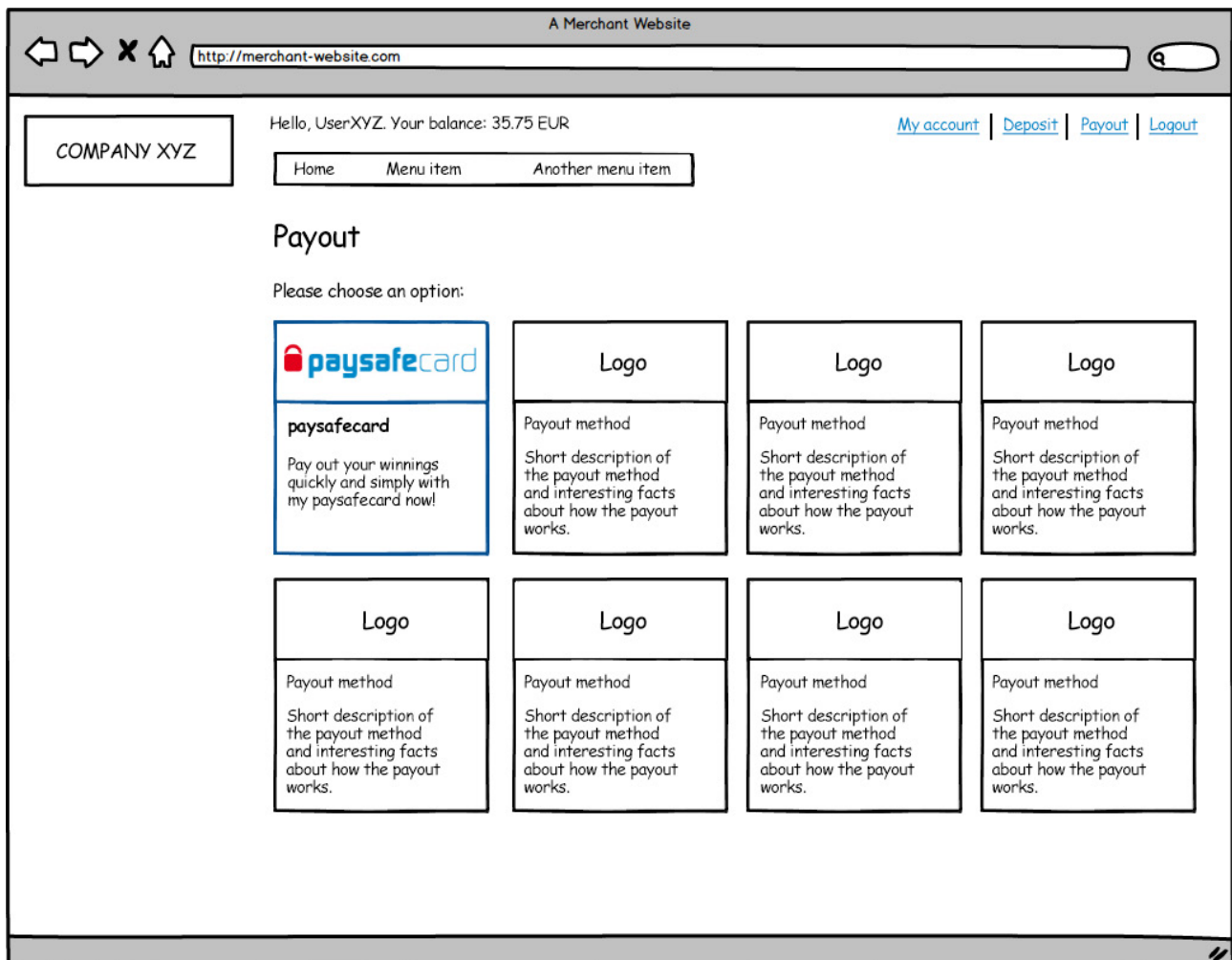

Example of your payout overview – the customer selects paysafecard

One sentence description for explaining paysafecard as payout method

EN	Payout your winnings quickly and simply with my paysafecard now!

2. Detail page

After choosing my paysafecard as a withdrawal method the user should be shown a more detailed description of including any relevant fees, limits and processing times.
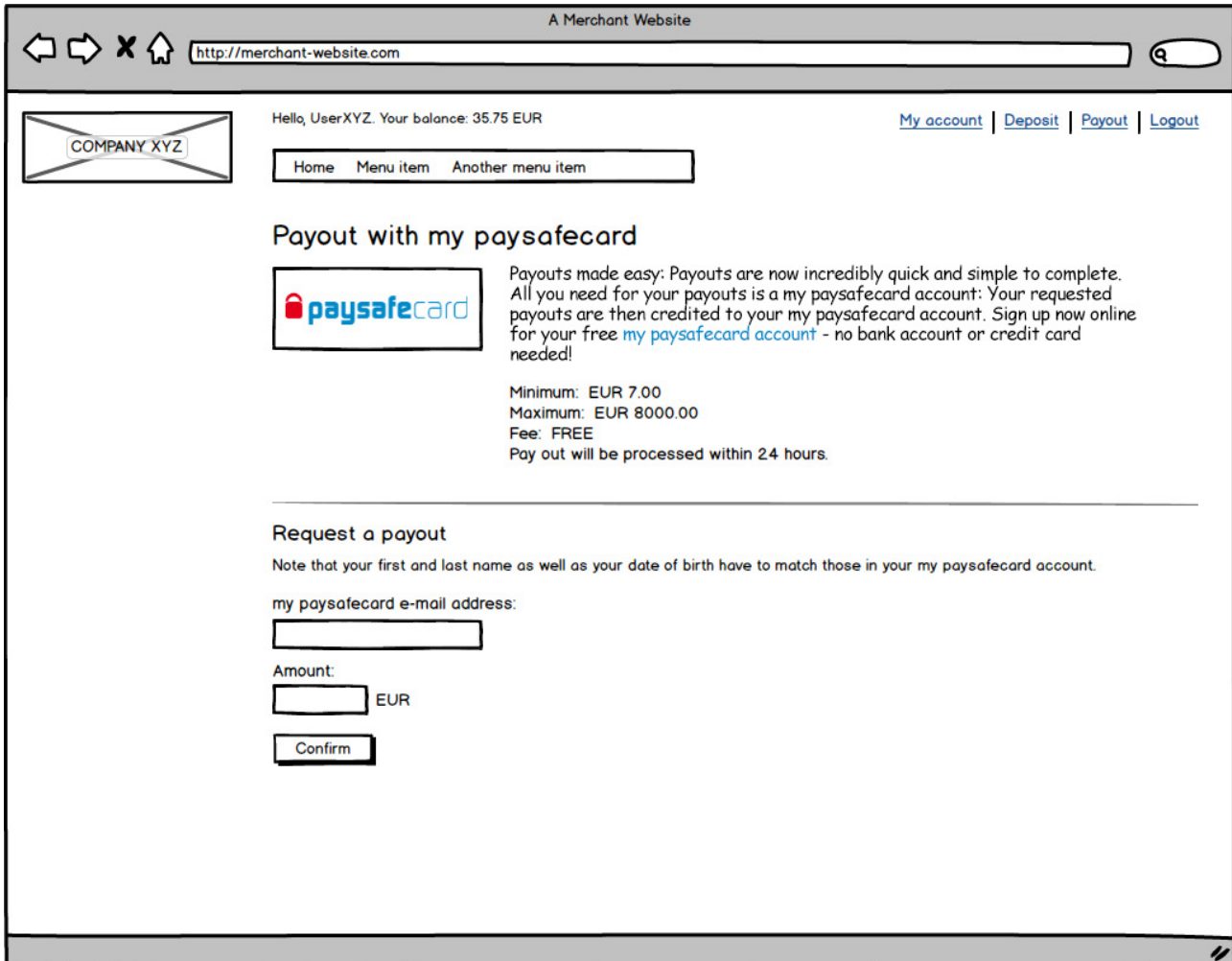
Example of how the details should be displayed

Long description for explaining paysafecard as payout method

EN	**Payouts made easy:** Payouts are now incredibly quick and simple to complete. All you need for your payouts is a my paysafecard account: Your requested payouts are then credited to your my paysafecard account. Sign up now online for your free my paysafecard account - no bank account or credit card needed!

3. Payout process

In order to process a payout several checks regarding the my paysafecard account need to be executed (for the payout validation as well as for the execution).

Errors regarding the 'my paysafecard' account

There may be conditions that prevent the payout from being processed, in which case the customer needs to be informed about problems with their my paysafecard account.
Error codes and messages

#3162	EN	**Unfortunately, no my paysafecard account exists under the e-mail address you have entered.** Please check the address for a typing error. If you do not have a my paysafecard account, you can register for one online now for free.
#3195	EN	**The personal details associated with your my paysafecard account do not match the details of this account.** Please check the first names, surnames and dates of birth entered in both accounts and request the payout again.
#3167 #3168 #3170 #3194 #3195 #3197 #3198 #3168 #3230 #3231 #3232 #3233 #3234	EN	**Unfortunately, the payout could not be completed due to a problem which has arisen with your my paysafecard account.** paysafecard has already sent you an e-mail with further information on this. Please follow the instructions found in this e-mail before requesting the payout again.
All other errors	EN	**Unfortunately, it was not possible to complete the payout due to a technical problem.** Please try again at a later time. If the problem persists, please contact our service team at support@COMPANY.com

Error handling

The following errors can occur when processing a payout through my paysafecard.

Code #3162 - E-Mail address unknown

The user entered an e-mail address that does not match any my paysafecard account.

> my paysafecard e-mail:
>
> | User123@example.com | ⚠ |
>
> **Unfortunately, no my paysafecard account exists under the e-mail address you have entered.**
> Please check the address for a typing error. If you do not have a my paysafecard account, you can register for one online now for free.
>
> Amount:
> | 100.00 | EUR
>
> [Next]

Code #3195 - Account data does not match

The first, last name or the date of birth don't match. In this case we also send an e-mail to the user.

> my paysafecard e-mail:
>
> | User123@example.com | ⚠ |
>
> **The personal details connected with your my paysafecard account do not match the details you have entered here.** Please check the first names, surnames and dates of birth entered in both accounts and request the payout again.
>
> Amount:
> | 100.00 | EUR
>
> [Next]

Codes #3167, #3170, #3194, #3198

Errors relating to my paysafecard account limits.

> **Unfortunately, the payout could not be completed due to a problem which has arisen with your my paysafecard account.** paysafecard has already sent you an e-mail with further information on this. Please follow the instructions found in this e-mail before requesting the payout again.
>
> my paysafecard e-mail:
>
> | User123@example.com |
>
> Amount:
> | 100.00 | EUR
>
> [Next]

Other error codes

All other errors are communicated as technical errors.

> **Unfortunately, it was not possible to complete the payout due to a technical problem.**
> Please try again at a later time. If the problem persists, please contact our service team at support@COMPANY.com
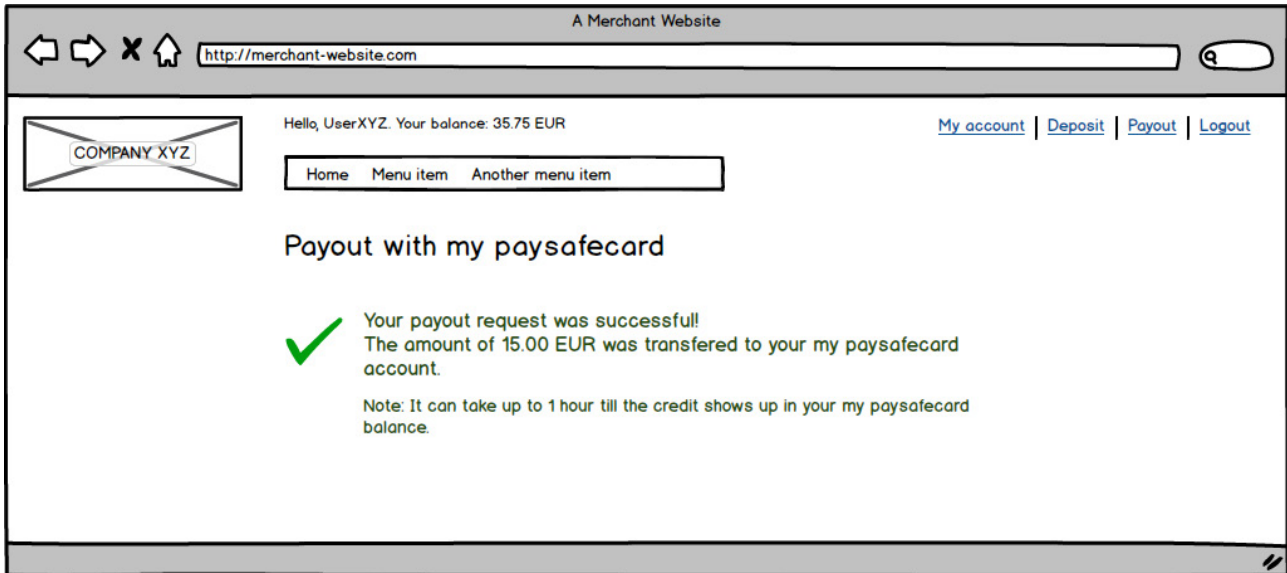>
> my paysafecard e-mail:
>
> | User123@example.com |
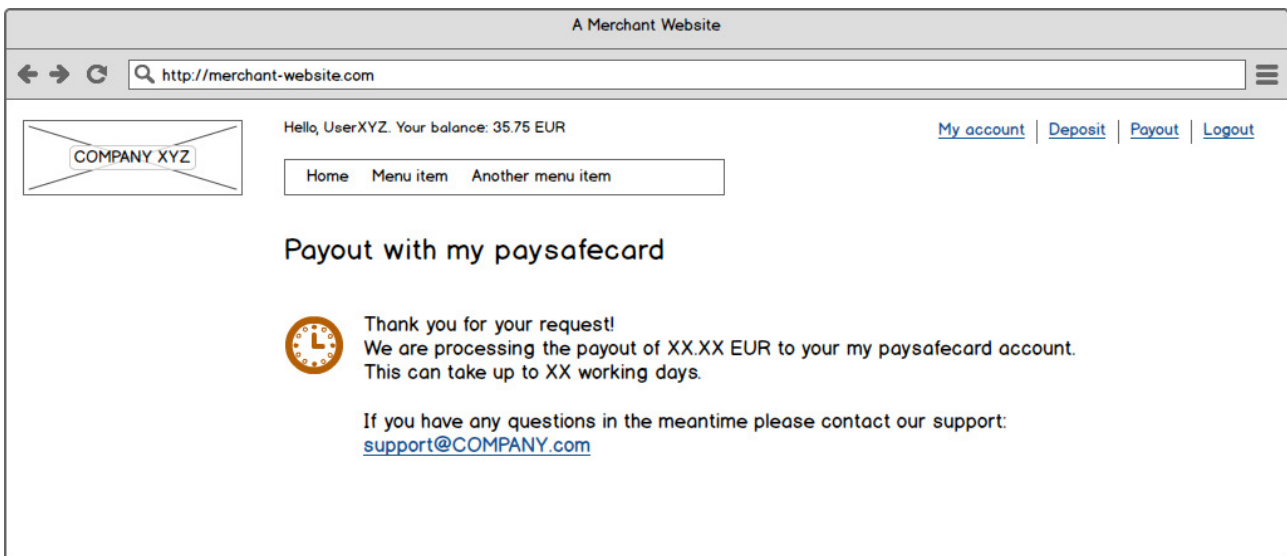>
> Amount:
> | 100.00 | EUR
>
> [Next]

Examples for displaying error texts

4. Executing the payout

In this last step the payout is executed. You need to inform the customer whether the payout was successful or not, how long the process will take and how they can get support in case of questions.

Example of a confirmation page after a successful payout

Example of a confirmation page in case of a manual process
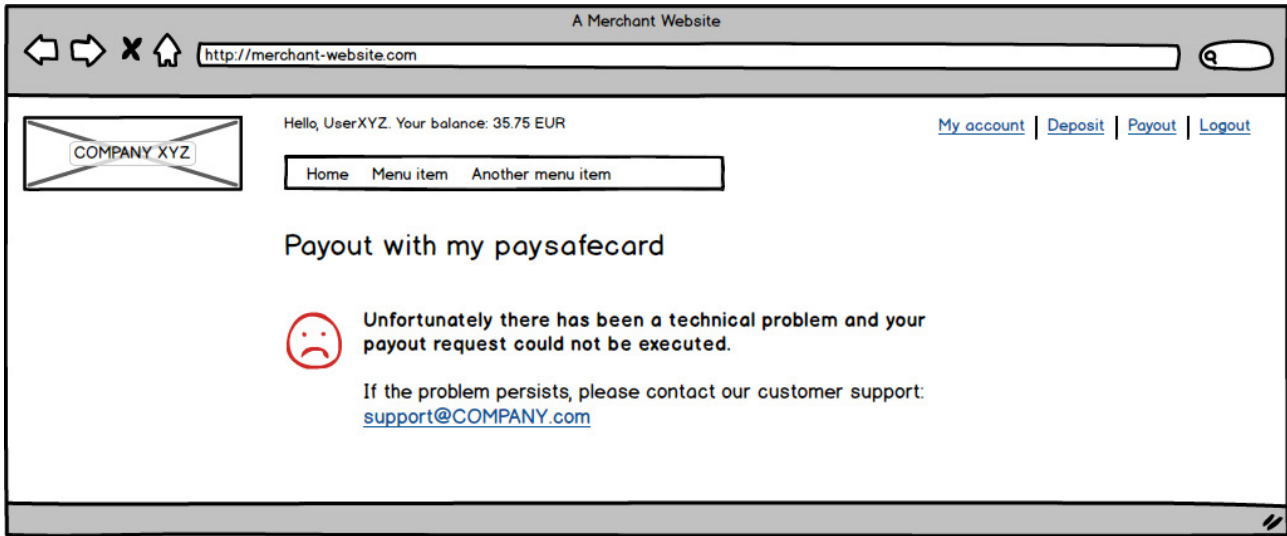
Example of displaying a failed payout attempt