

# FAQs

**Q: Can I use HTTPS as payment notification URL (pnURL)?**

A: In case you would like to use HTTPS for payment notification URLs (we recommend using HTTP for payment notification URLs), only certificates created by world-known CAs (certificate authorities) are supported.

**Q: What happens if I do not call executeDebit to finalize the payment?**

A: The transaction is not successful and expires (Status = X). The money is released to customer's paysafecard and customer can deposit again.

**Q: What is the disposition time window?**

A: It defines the maximum amount of time within which a (paid) disposition can be debited and the Amount can be accounted to the merchant's favour.

**Q: How long is the time periods to call executeDebit after receive of payment notification?**

A: This is defined in the disposition Time window which is a part of the contract (Merchant Agreement).

**Q: When I should credit customers account?**

A: Only upon successful executeDebit credit a customer's account to debit the transaction.  
Successful response = [errorcode = 0 and resultcode = 0].

**Q: What happens if I call executeDebit more than once on a single transaction?**

A: If you try to call executeDebit on a transaction which is in state 'O', you will receive the following response [errorcode = 1 and resultcode = 2003].

**Q: How long is it possible for the customer to enter the PIN on paysafecard landing page?**

A: After creating a transaction (CreateDisposition), the customer has 30 minutes to enter the PIN. After 30 min without successfully PIN assignment the transaction state will be changed from "R" to "X". Transactions with state X are not successful; the customer can start a new deposit again.

**Q: Where I can find the transaction states?**

A: Please find the link for our documentation (MRT Doku).