

OP Payment Actions via Verifone Central

Overview

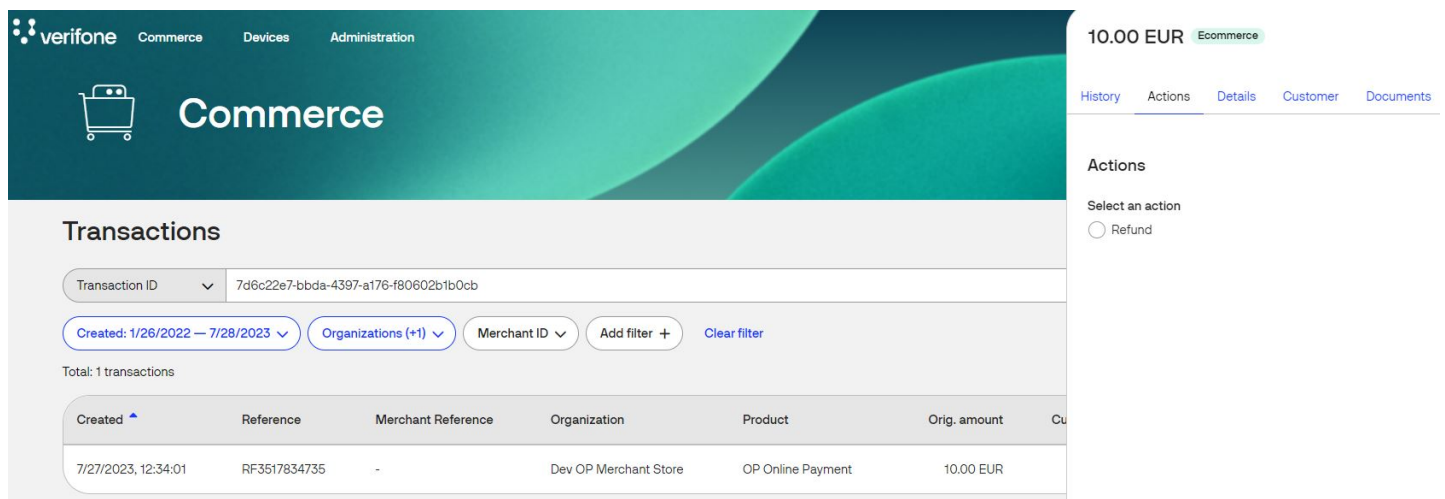
Use this tutorial to perform payment actions (cancel, partial refund, full refund, multiple refunds) with OP Online Payment from Verifone Central.

Payment actions for OP Online

Refunding a transaction

A shopper who has used Op Online Payment to pay for a purchase can request full, partial, or multiple partial refunds. This is how you can issue a SALE_SETTLED transaction refund action for a OP Online Payment transaction via Verifone Central:

1. Log in to your Verifone Central account.
2. Navigate to the **Transaction** page.
3. You can either select the **Transaction ID** from the transaction reports or paste the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. The Refund option is enabled. The following validations are in place:
 - The amount cannot be empty.
 - The amount cannot exceed the remaining amount of the original payment that the refund is for (**e.g.**, 10 EUR, a refund cannot be done for 11 EUR).
 - Only EUR is accepted as currency.
 - The reason for refund message is optional.
 - Refunds can be done for the full amount or partial amount until the original value is reached.
6. Enter the **amount** you want to refund.
7. Optionally, include a **reason** for the refund.
8. Click **Refund**.
9. If your refund is successful, the shopper is notified in their bank app.
 - If the recipient of a refund cannot receive push notifications, the refund will be visible in the Bank app statement next time the recipient logs in.
 - If your refund is successful, the transaction is linked to the original transaction and listed in the transactions report, and details are displayed in the transaction logs.



The screenshot shows the Verifone Central Commerce interface. The top navigation bar includes 'Commerce', 'Devices', and 'Administration'. The main header area displays 'Commerce' with a shopping cart icon. Below this, the 'Transactions' section is active, showing a search bar with the Transaction ID '7d6c22e7-bbda-4397-a176-f80602b1b0cb'. Filters for 'Created: 1/26/2022 — 7/28/2023', 'Organizations (+1)', and 'Merchant ID' are visible. A table lists transactions, with one entry for '7/27/2023, 12:34:01' with a reference 'RF3517834735' and an original amount of '10.00 EUR'. On the right, the 'Actions' panel shows a 'Refund' option selected for the '10.00 EUR' transaction.