

Vipps payment actions via Verifone Central

Overview

Use this tutorial to perform payment actions (partial capture, capture, sale, cancel, partial refund, full refund, multiple refunds) with Vipps from Verifone Central.

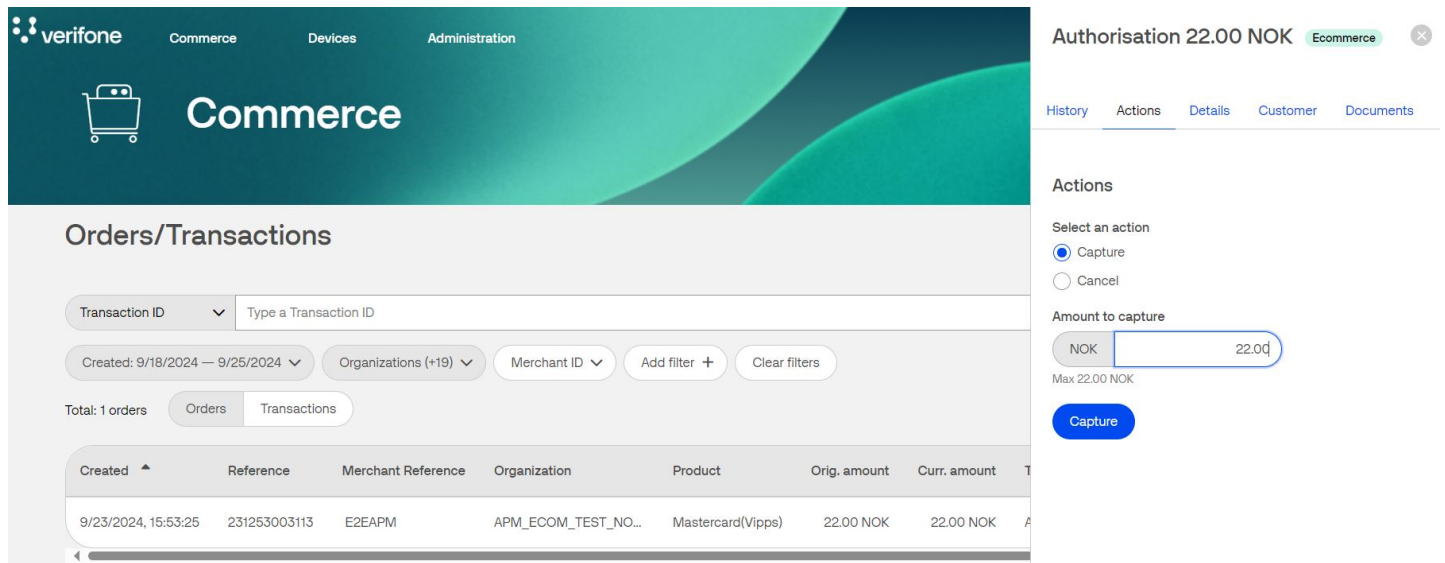
Payment actions for Vipps

Capturing a transaction

You can only perform a delayed capture transaction from Verifone Central. The minimum amount that you can capture is 1 NOK. The amount can be fully or partially captured, and you cannot do multiple partial captures.

To capture a transaction from Verifone Central, follow these steps:

1. Log in to your Verifone Central account.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. Select the **Capture** option and fill in the **amount**.
6. Click **Capture**.



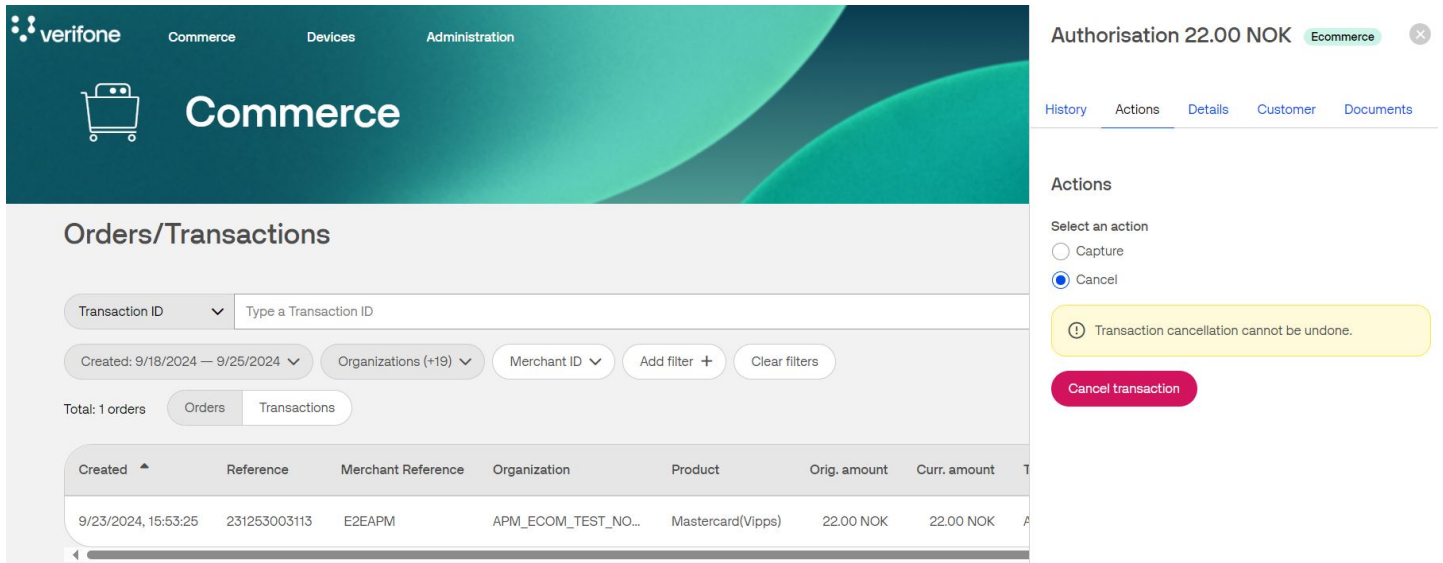
The screenshot shows the Verifone Central interface. The top navigation bar includes 'verifone', 'Commerce', 'Devices', and 'Administration'. The main header is 'Commerce'. The page title is 'Orders/Transactions'. There is a search bar for 'Transaction ID' and filters for 'Created: 9/18/2024 - 9/25/2024', 'Organizations (+19)', and 'Merchant ID'. A table lists transactions with columns: Created, Reference, Merchant Reference, Organization, Product, Orig. amount, and Curr. amount. One transaction is visible: 9/23/2024, 15:53:25, 231253003113, E2EAPM, APM_ECOM_TEST_NO..., Mastercard(Vipps), 22.00 NOK, 22.00 NOK. On the right, the 'Actions' panel is open for 'Authorisation 22.00 NOK'. It shows 'Select an action' with 'Capture' selected and 'Cancel' as an option. Below, 'Amount to capture' is set to '22.00' NOK, with a 'Max 22.00 NOK' limit. A 'Capture' button is at the bottom.

Canceling a transaction

You can cancel only the full amount, as partial void/cancel is not supported.

To void/cancel an authorized transaction from Verifone Central so that the consumer has no longer a hold on the account for his Vipps transaction, follow these steps:

1. Log in to your Verifone Central account.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
3. Select the **Transaction ID** from the drop-down menu or type the **Transaction ID** in the search bar.
4. Click on the transaction and navigate to the **Actions** tab.
5. Select the **Cancel** option.
6. Click **Cancel transaction**.



The screenshot shows the Verifone Commerce interface. At the top, there are navigation tabs for 'Commerce', 'Devices', and 'Administration'. Below this is a 'Commerce' header with a shopping cart icon. The main content area is titled 'Orders/Transactions' and features a search bar for 'Transaction ID' and various filters. A table lists transactions, with one transaction highlighted: '9/23/2024, 15:53:25' with a reference '231253003113', merchant reference 'E2EAPM', organization 'APM_ECOM_TEST_NO...', product 'Mastercard(Vipps)', and amounts of '22.00 NOK'. On the right, the 'Actions' panel shows 'Cancel' selected. A yellow warning box says 'Transaction cancellation cannot be undone.' and a red button labeled 'Cancel transaction' is present.

Refunding a transaction

A shopper who has used Vipps 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 Vipps transaction via Verifone Central:

1. Log in to your Verifone Central account.
2. Navigate to the **Orders / Transaction** page and stay on the *Orders* view.
3. Select the **Transaction ID** from the drop-down menu or type 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:
 - o The amount cannot be empty.
 - o The amount cannot be less than 1 NOK and more than 999999999999.99 NOK. Moreover, the amount cannot exceed the remaining amount of the original payment that the refund is for (e.g., 100 NOK, a refund cannot be done for 101 NOK).
 - o Only NOK is accepted as currency.
 - o The message is optional.
 - o 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 Vipps app.

- If the recipient of a refund cannot receive push notifications, the refund will be visible in the Vipps app next time the recipient logs in. The refund is displayed in the recipient's bank account statement as well.
- 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.

Orders/Transactions

Transaction ID

Created: 8/1/2024 — 8/31/2024
Organizations (+19)
Merchant ID
Add filter +
Clear filters

Total: 18 orders
Orders
Transactions

Created	Reference	Merchant Reference	Organization	Product	Orig. amount	Curr. amount
8/30/2024, 13:45:31	301045003104	E2EAPM	APM_ECOM_TEST_NO...	Mastercard(Vipps)	7.00 NOK	7.00 NOK
8/30/2024, 13:45:22	301045003104	E2EAPM	APM_ECOM_TEST_NO...	Mastercard(Vipps)	40.00 NOK	40.00 NOK
8/30/2024, 13:45:04	301045003104	E2EAPM	APM_ECOM_TEST_NO...	Mastercard(Vipps)	52.00 NOK	0.00 NOK
8/13/2024, 11:25:19	130825003102	E2EAPM	APM_ECOM_TEST_NO...	Mastercard(Vipps)	43.00 NOK	43.00 NOK

Capture 43.00 NOK Ecommerce ✕

History
Actions
Details
Customer
Documents

Actions

Select an action

Refund

Amount

NOK

Max 43.00 NOK

Reason for refund (optional)